



**Implementation of Right to Information Act, 2007 in Nepal:
A study on Madhyapur Thimi Municipality, Bhaktapur District**

By

Bibhuti Raj Basnet
MPPG 5th Batch

December 2016



Public Policy & Governance Program
North South University



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Prof. Dr. Tek Nath Dhakal**

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Public Policy and Governance (PPG) Program
in partial fulfillment for the award of

Master in Public Policy and Governance (MPPG)

December 2016



**Public Policy & Governance Program
North South University**

Dedicated to

Family and friends

Especially to my brother – the source of continuous inspiration and encouragement!

Declaration

I declare that the dissertation entitled “Implementation of Right to Information Act, 2007 in Nepal: A Study on Madhupur Thimi Municipality, Bhaktapur District” submitted to the PPG Program of North South University, Bangladesh for the Degree of Master in Public Policy and Governance (MPPG) is an original work of mine. No part of it, in any form, has been copied from other sources without acknowledgement or submitted to any other university or institute for any degree or diploma. Views and expressions of the thesis bear the responsibility of mine with the exclusion of PPG for any errors and omissions to it.

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Abstract

This thesis attempted to explore the status of implementation of Right to Information Act in Nepal examining its performance and influencing factors at the local level. Right to information is one of the lately recognized rights in Nepal, and the Act was formulated by Legislature-Parliament in 2007, as the decade's long struggle of civil society, with the expedition to make government functions transparent and accountable toward the citizens. Local agencies being the information providing organizations to the citizens related to their womb to tomb, the research examines the performance of the Right to Information Act, 2007 at the local level, particularly the municipal level, overlooking the organizational process of local bodies to make citizens access to information simple and easy, as well as assessing citizens opinions toward its implementation.

The study basically adopted a case strategy approach taking single municipality as a unit of analysis for in-depth investigation. The study is of descriptive and explorative nature conducted on convenience/purposive basis in Madhyapur Thimi Municipality - an adjacent municipality to the Kathmandu Metropolitan City, in Kathmandu Valley, the Capital of Nepal. The data for analysis has been collected utilizing the mixed method: qualitatively and quantitatively, through interactions/interview, observation, and opinion survey- as the major instrumentation of the research.

The study set the argument that the implementation performance of the RTI Act at the local level in Nepal depends upon organizational process and demographic characteristics of the citizens. The analysis of the data attempts to show the bivariate relationship between the dependent variable-implementation of RTI Act, 2007 and its broad explanatory variables – organizational process and target group behavior (demographic characteristics of citizens).

The findings indicates that internal organizational process for making ease of access to information, enough disclosure of information, and timely updating and publication of information; among all, is significantly influencing the implementation performance of RTI at the local level. Additionally, the findings indicates that barring factors for access to information such as language problem, personal connections and presence of informal networks, and formality like submitting application is not hampering to the significant level for implementation of Right to Information as anticipated at local level in Nepal – the country holding 125 ethnicity with 123 mother tongues. Nevertheless, the study insisted that there is skeptic perception on employee willingness to deliver information needs.

The study also indicates that, among the demographic characteristics of the citizens, age factor comparatively matters for implementation of RTI. The younger generation is showing more concerns towards the implementation of RTI Act. It also depicted that and citizens' occupational status as well as educational level plays role for showing tendency to exercise the right to information.

The findings of this study, in overall, indicates that the Right to Information Act, 2007 is showing satisfactory performance at the local level despite the fact of fewer written application for direct access to information. It reveals that there is considerable amount of information dissemination from the local agency as directed by the RTI Act, and citizens' are holding positive perceptions towards its implementation.

Key Words: *Right to Information, Implementation, Organizational process, Target Group Behavior*

Table of Contents

Contents		Page No.
Declaration		I
Acknowledgements		II
Abstract		III
Table of content		IV
List of Figures		V
List of Tables		VI
List of Graph		VII
List of Abbreviations		VIII
Chapter 1	Introduction	1-8
1.1	Background	2
	1.1.1 Nepal: The initiation of the Right to Information	3
	1.1.2 Basic Features of the Right to Information Act, 2007	4
1.2	Statement of Problem	5
1.3	Rationale of the Study	6
1.4	Objective(s) of the Study	7
1.5	Research Questions	7
1.6	Scope and Limitation of the Study	8
1.7	Organization of Chapters	8
Chapter 2	Literature Review and Analytical Framework	10-27
2.1	Introduction	10
2.2	Literature Review	10
2.3	Review of Related Studies	14
	2.3.1 Research Gap: Studies in National/Local Context	18
2.4	Review of Theoretical Literature	19
	2.4.1 Top-down Theories	20
	2.4.2 Bottom-up Theories	20
	2.4.3 Hybrid Theories	21
2.5	The Integrated Implementation Model	21
2.6	Analytical Framework Discussion	23
	2.6.1 Dependent Variable	24
	2.6.2 Independent Variables	25
	2.6.2.1 Organizational Process	25
	2.6.2.2 Target Group Behavior (Demographic Characteristics)	25
2.7	Chapter Conclusion	27

Contents		Page No.
Chapter 3	Methodology	28-40
3.1	Introduction	28
3.2	Research Plan	28
3.3	Research Design	29
3.4	Research Strategy	29
3.5	Unit of Analysis	30
3.6	Research Area: An overview	30
3.7	Data Collection: Methods, Sources, Timeframe and procedures	32
	3.7.1 Interview/Interactions	32
	3.7.2 Observations	33
	3.7.3 Documents and audiovisual materials	33
	3.7.4 Opinion Survey	34
3.8	Instrumentation	34
	3.8.1 Likert Scaling	35
	3.8.2 Validity and Reliability (Internal Consistency)	36
3.9	Sampling	37
3.10	Challenges and Ethical Consideration	38
3.11	Data Presentation and Analysis Plan	39
3.12	Chapter Conclusion	40
Chapter 4	Data Presentation and Analysis	41-66
4.1	Introduction	41
4.2	Demographic Distribution of the Respondents	41
4.3	The Case of Information Dissemination in MTM	44
	4.3.1 Updating and Publication of Information	44
	4.3.2 Proactive Disclosure of Information	47
4.4	Citizens' Awareness and Access to Information in MTM	48
	4.4.1 Awareness of RTI in MTM	48
	4.4.1.1 Sources of Information about the RTI	49
	4.4.1.2 Knowing about the RTI	50
	4.4.1.3 Understanding about the Usage of RTI	51
	4.4.1.4 Understanding the Responsibility of the Public Body	52
	4.4.2 Access to Information in MTM	53
	4.4.2.1 Purpose of Seeking Information from Municipality	54
	4.4.2.2 Reasons for not Gaining the Demanded Information	54
	4.4.3 Opinion on the Aim of the RTI Act	55
	4.4.4 Perceived Transparency and Accountability in MTM	55

Contents		Page No.
4.5	Factors Influencing Implementation of RTI in MTM	57
	4.5.1 Organizational Process	57
	4.5.1.1 Internal Process	57
	4.5.1.2 Barriers to Access	59
	4.5.1.3 Employee Response	61
	4.5.1 Target Group Behavior (Demographic Characteristics)	62
	4.5.1.1 Testing of Hypothesis	64
4.6	Chapter Conclusion	66
Chapter 5	Summary: Findings and Conclusion	67-72
5.1	Introduction	67
5.2	Major Findings	68
	5.2.1 Performance of RTI Act and Perceived Transparency and Accountability	68
	5.2.2 Organizational Process	69
	5.2.3 Target Group Behavior (Demographic Characteristics)	70
5.3	Limitation and Future Scope of Study	71
5.4	Conclusion	71
	References and Bibliography	73
Annexure	Titles	A-K
Annex I	Questionnaire in Nepali	A
Annex II	Questionnaire in English	D
Annex III	Observation/Interaction Checklist	G
Annex IV	Picture of Earthquake Notice (Stand Board)	G
Annex V	Picture of Notice Board (Tax, fees, charge rates)	G
Annex VI	Picture of Information Board(s) displayed around Tax Department	H
Annex VII	Picture of Information Displayed in Citizen Charter	H
Annex VIII	Cross Tabulation: Demographic characteristics and awareness of RTI	H
Annex IX	Cross Tabulation: Demographic characteristics and RTI Implementation	J
Annex X	Written Application	K

List of Figures

Figure No.	Description	Page. No.
Figure 2.1	Flowchart of RTI implementation in Nepal	13
Figure 2.2	Winter's Integrated Implementation Model	22
Figure 2.3	Analytical Framework	23
Figure 3.1	Map of Kathmandu Valley, Bhaktapur District and Madhyapur Thimi	31

List of Tables

Table No.	Description	Page. No.
2.1	Summary of variables and indicators/issues	26
3.1	Interpretation of Cronbach's Alpha (α) test	36
3.2	Reliability (Internal Consistency) of the major instrument of this study	37
3.3	Transformation of Likert scale for analysis	40
4.1	Distribution of respondents according to the gender	41
4.2	Distribution of respondents according to the age group	42
4.3	Distribution of respondents according to the educational level	42
4.4	Distribution of respondents according to the occupational status	43
4.5	Distribution of respondents according to the occupational sector	43
4.6	Citizens' rating on information displayed on CC and others	47
4.7	Frequency of the respondents who have heard about the RTI	48
4.8	Sources of information about the RTI	50
4.9	Knowledge about the RTI	51
4.10	Understanding the usage of RTI	52
4.11	Opinion on the responsibilities of Public Bodies	52
4.12	Opinion on the aim of RTI	55
4.13	Citizens rating on accountability and transparency in MTM	56
4.14	Opinion on the internal process	57
4.15	Cross tabulation: Internal process and RTI implementation	58
4.16	Barrier to access to information in MTM	59
4.17	Cross tabulation: Barrier to access to information and RTI implementation	60
4.18	Opinion on Employee response	61
4.19	Cross tabulation: Employee response and RTI implementation	61
4.20	Awareness about the open budget session	62
4.21	Frequency of participation in open budget session	63
4.22	Support for the Act	63
4.23	Chi Square Test – Occupational status and tendency to exercise RTI	64
4.24	Chi Square Test – Gender and tendency to exercise RTI	64
4.25	Chi Square Test – Education and tendency to exercise RTI	65

List of Graph

Graph No.	Description	Page No.
Graph 1	Perceived Transparency and Accountability in MTM	65

List of Abbreviations

Abbreviations	Full Form
BS	Bikram Sambat (The most often followed Date Calendar in Nepal)
CBO	Community Based Organization
CBS	Central Bureau of Statistics
CC	Citizen Charter
CCRI	Citizens' Campaign for Right to Information (in Nepal)
CSO	Civil Society Organizations
DDC	District Development Committee
FM	Frequency Modulation
FOI	Freedom of Information
FOI/A	Freedom of Information / Act
GMT	Greenwich Mean Time
I/NGO	International / Non-Governmental Organization
KMC	Kathmandu Metropolitan City
LIS	Library Information System
MTM	Madhyapur Thimi Municipality
NIC	National Information Commission
NSPARIN	National Strategic Plan of Action for Right to Information in Nepal
OHCHR	Office of the United Nations High Commissioner for Human Rights
P/IO	Public / Information Officer
PSAs	Public Service Announcements
RTI	Right to Information
RTIA	Right to Information Act
SLC	School Leaving Certificate
SPSS	Statistical Package for Social Science
TAG	Transparency Advisory Group
TU	Tribhuvan University
UNDP	United Nations Development Programme
UNGA	United Nations General Assembly
URL	Uniform Resource Locator
VDC	Village Development Committee

Chapter 1

Introduction

Information is valuable source today, in modern world. “Information, as a vital resource for problem solving, decision making, education and knowledge updating, has no boundaries. It has played significant role for the overall development of the societies since ancient time. Hence, information, as an important asset, has come up as the driver of all scientific, technological, social, economic and political activities. Everybody, state and society requires it to achieve their goals and objectives” (Karki, n.d).

Bridging the gap between the state and citizen is among the many goals and promises of democratic governments. Information is the resource and instrument to bridge that gap by facilitating active participation of people in the process of development and democracy. Moreover, information is considered as “the oxygen of democracy” (ARTICLE 19)¹. The democracy is the people oriented system of governance. If people do not know what is happening in their society, if the actions of those who rule them are hidden, then they cannot take a meaningful part in the affairs of that society (Mendel, 1999). People is only truly able to participate in the democratic process when they have information about the activities and policies of the government (Banisar, 2006). Hence, information is power in democracy – “in the same way our economy can’t function without money, our democracy can’t function without access to information from government” (Open Government, Canada, 2001)².

Access to information, therefore, has been constitutionally recognized and legally protected by various democratic countries around the world. It has the recognition of the fundamental human right and is believed to empower people to exercise other human rights. It can empower the poor and the weaker sections of society to demand and get information about public policies and actions, thereby leading to their welfare (Government of India, 2006). When people have access to information they naturally tend to make more meaningful decisions, raise informed opinions, influence policies affecting their society and even help shape a more assured future for the next generation (Simi, Sharma & Cheriyan, 2010).

¹ ARTICLE 19 is a non-governmental, charitable organization that takes its name and purpose from Article 19 of the Universal Declaration of Human Rights.

² A policy paper by Open Government Canada (2001). *From Openness to Secrecy, How to Strengthen Canada’s Access to Information System*. Toronto.

This study is primarily about the about the exploration of citizens' access to information law which is acknowledged as an essential step in ensuring transparency and accountability in government systems and processes that ultimately hold their governments to account.

1.1 Background

The idea that citizens have the right to the information that will enable them to hold governments to account is not new vintage in the world. It was born in the revolutionary philosophies of the Age of Enlightenment (Banisar, 2005). Over 200 years before, in 1766, Sweden adopted 'Freedom of the Press Act' which was the world's first freedom of information act. It established the principle that government records were, by default, open to the public, and it granted citizens the right to demand documents from government bodies (ibid). Later on in 1946, the United Nations General Assembly (UNGA) adopted resolution 59 (I), stating that "[f]reedom of information is a fundamental human right and the touchstone of all the freedoms to which the United Nations is consecrated" (OHCHR, 2012). Article 19 of both the Universal Declaration on Human Rights (1948) and the International Covenant on Civil and Political Rights (1966) provide that every person shall have the right to free expression and to seek and impart information.

The terms right to information and freedom of information are often used interchangeably (UNDP, 2004) and popularly known as 'the right to know'. The right to information is most commonly associated with the right to request and receive information from public bodies (Mendel, 2008). It is the right of citizen with which they can demand and receive information in regard to the matters of public importance from public bodies. It enriches an individual-citizen to access government held information legitimately. Legislation that gives effect to the right to secure access to publicly held information and the corresponding duty upon a public body to make information available (ibid) is the right to information legislation – specifically – 'Freedom of Information Act (FOIA)' or Right to Information/ Act (RTI/A)'.

FOIA has become a technical term that describes a particular class of legislation that defines and supports the rights of citizens to demand access to specified types of documents (UNPAN, 2012). An FOI law legally empowers the public to "ask for and receive information held by public bodies" (Holsen, 2007 cited in Ruijter, 2013). It provides citizens the opportunity to

observe the behavior or result of the ruler, and further can observe the internal working and performance of an organization (Ruijter, 2013).

The importance and application of access to information, understood as a fundamental right, has been identified in various areas, such as: democratic consolidation, public management, and economic growth (Olabe & Vieyra, 2011). Hence, there is an exciting global trend towards recognition of the right to information by States, intergovernmental organizations, civil society and the people. By 2015, over 103 countries have adopted comprehensive right to information (RTI) laws.

Adoption of RTI laws, however, is a recent vintage in South Asia. Pakistan was first country to adopt RTI in 2002 and India was second to adopt in 2005. Nepal was the first country in South Asia to have formal constitutional recognition of the RTI with the advent of democracy in 1990, but the separate RTI law was introduced later.

1.1.1 Nepal: The Initiation of the Right to Information

Nepal is a landlocked-Himalayan country-boulder between India and China covering an area of 147,181 square kilometer. Population of Nepal as of the census day (June 22, 2011) stands 26,494,504 showing population growth rate of 1.35 per annum (Census, 2011). Nepal has 126 caste/ethnic groups with 123 languages spoken as mother tongue. Hinduism is the dominant religion, among the ten types of religion, followed by 81.3% (Census 2011) of the total population. Overall literacy rate (for population aged 5 and above) is 65.9% as that of 2011 in which male literacy is 75.1% and female literacy rate is 57.4%. The working age population (aged 15-59) is about 59% which shows that population structure is shifting for enjoying demographic dividend in the country. Nepal is basically an underdeveloped polity with the status of underdeveloped country. In the current fiscal year 2015/16, real Gross Domestic Product (GDP) of the country is estimated to rise by 0.77 percent against its growth rate of 2.32 percent in the previous year (Economic Survey, Fiscal Year 2015/16).

The official name of Nepal is 'The Federal Democratic Republic of Nepal'- renamed after the promulgation of 6th constitution - 'The Interim Constitution of Nepal, 2007'. This constitution has mentioned the right to information as a fundamental right its Article 27, stating that:

“Every citizen shall have the right to seek information on any matters of concern to her/him or the public.

Provided that nothing shall be deemed to compel any person to provide information about which confidentiality is to be maintained according to the law”

(The Interim Constitution of Nepal, 2007)

This constitutional statement guaranteed Nepalese citizens’ right to be informed or seek any information that is of personal interest or of public concern from any public body. This empowered every Nepali citizen to demand any information except restricted by the law. The law (RTIA) was introduced - in 2007 – which is often credited largely as the result of a 15 year long public campaign led by media and civil society organizations in Nepal.

1.1.2 Basic Features of the Right to Information Act, 2007

The formulation and promulgation of RTIA was the milestone in Nepalese history³, that preambles to make the function of the state open and transparent in accordance with the democratic system and to make responsible and accountable to the citizen. It tried to break the historically prevailed veil of secrecy since time immemorial on the functioning of the government and bureaucracy. It aims to make the citizens’ access to information simple and easy, and to make the conducts of public agencies open and transparent. The Act has obligatory provisions to all the public agencies to update and publish information that is of public concerns. The Act covers political parties and non-governmental organizations within its scope and they are also responsible to provide the information like other public agencies. The RTI Act is, thus a, symbolic policy, formulated as a result of hard-earned democracy⁴ in

³ *Nepalese were bound to remain in culture of secrecy until the introduction of RTI Act in 2007. Nepal was unified during the second half of eighteenth century. Since the unification, it remained a Kingdom under absolute Shah Monarchy until 1946. The Rana dynasty ruled the Kingdom of Nepal from 1846 till 1951, reducing the Shah monarch to a figurehead and making Prime Minister and other government positions hereditary. In 1951, the multiparty democracy was induced in Nepal but shortly it was dismissed along with the introduction of Panchayat system (1960-1990). In 1990, the advent of democracy in Nepal started along with the country’s first democratic constitution, guaranteeing right to information as a fundamental right to its citizen. In 2007 December - Parliament approved abolition of 204 years long monarchy, along with the introduction of Interim Constitution of Nepal 2007. This constitution, in its article 27 ensured Right to Information as the fundamental rights. It showed the willingness of government to introduce an open transparent system and making information available to the people. It acted as a milestone to bridge the gap between citizen and state.*

⁴ *Democracy is work-in-progress in Nepal since 1951. In 1951, the multiparty democracy was established in Nepal with (the then) new constitution, abolishing 104 year of Rana regime (family regime-limiting King as the figurehead role). This multiparty system was shortly dismissed by King introducing ‘The Panchayat System’*

Nepal that facilitates Nepalese citizens' to gain access to publicly held information which used to be kept secret prior to its enactment. It has strong provisions to facilitate citizens' access to information and it's been already about nine years of its adoption. This study intends to explore its implementation.

1.2 Statement of Problem

Implementation of public policies has become a great concern in many countries, be it developed or developing countries like Nepal. Thomas and Grindle (1990) argued that no matter how effective a policy may be at achieving certain goals in principle it is useless if it cannot be implemented. Passing the access to Information law alone can be considered as a piece of paper where it is printed upon, but the real challenge is how the laws are to be implemented and enforced (Neuman and Calland, 2010). Experts believe that the situation of RTIA is facing the same implementation problem, which could bring about many significant changes in Nepal such as efficiency in public service delivery and corruption control.

One of the entry points in the field of corruption control and monitoring, which has been subject to growing interest at both the regional and the international level, is the promotion of access to information (Olave and Vierra, 2011). Corruption is seen as a visible problem in Nepal as it comparatively scores low in transparency index. Likewise, public service delivery is still in misery, below citizens' aspiration and expectations. Most often, administrative decisions are influenced by informal sources rather than formal rules, i.e. political influence, bribery, personal connection (Afno Manchhe), and Chakari (Dangal, 2005). Civil servants are guided by status oriented and empire building attitudes (ibid). Common administrative norms include slow decision making processes, maintaining high levels of secrecy, ritualized official work, and shifting responsibility to others (ibid). Transparent functioning in government system and processes of Nepal still lies beyond the expectation of general citizen.

(1960-1990) introducing another constitution. Again another democratic constitution brought the democracy back in 1990 which continued till 2007. The Interim Constitution of Nepal, 2007 was introduced to meet peoples mandate abolishing 204 years long Kinship in Nepal. Now Nepal is governed according to the 7th constitution – The Constitution of Nepal, 2015' drafted by Second Constituent Assembly following the failure of drafting constitution by the First Constituent Assembly formed in 2007. Nepal is now "The Federal Democratic Republic" and in process of implementing the recent Constitution of Nepal, 2015. Democracy is still the heated issue.

Nepal has multi-religion, multi-culture multi-ethnicity - with cast and class diversity and increasing gap between haves and have not. Inequality is always being an issue. Inequality of access to information is a form of poverty, and without knowledge and capacity to exercise rights, it is difficult to improve their standards of living (Calland, 2002).

Implementation of right to information can cure much prevalent issues including efficacy in public service delivery. Several studies have shown that personal connections are the most important proactive factor for getting things done in the public services in Nepal" (Baral et al. 2004; Jamil 2007; Aryal 2008; Dahal et al. 2002, cited in Sushmita, 2010). Right to information Act has become an important tool in the hands of Nepalese citizen to raise their voice against such malpractices in public service delivery, and its proper implementation would enhance other aspects of governance.

1.3 Rationale of the Study

Good governance, along with its esteemed features like transparency and accountability, has been buzzword of democratic governance today. The right to information is a cross-cutting area that contributes to the overall strengthening of democratic governance, primarily by increasing participation (including CSOs and media), accountability, transparency, access and distribution of power and delivery of public services (UNDP, 2006). The scale and the growing recognition of the right to access to public information at the international, regional, and local levels are a reflection of the increased awareness among academics, civil society, and governments themselves (Olave and Vierra, 2011).

Government of Nepal has given a significant effort to promote the practice of right to information. Various legal and regulatory mechanism has been adopted to promote the practice of citizens' right to information. Additional to the RTI Act, there are couple of rules, regulations and directives such as 'Right to Information Regulation, 2007'; 'Directives for Pro-active Disclosure, 2013'; and other working procedures of Nepal Information Commission (NIC), an oversight body (executive body).

NIC was established in 2009, under the provision of RTI Act, 2007 for proper implementation and monitoring the practice of RTI. NIC has been working in the areas of training and public outreach (NSPARIN, 2013). It has conducted numerous training exercises, awareness raising

campaigns, including public service announcements (PSAs), conducting discussion programs and focusing on both demand and supply side⁵ of RTI(ibid). According to its annual report (2015), other promotional activities done by NIC includes awareness broadcasting through radio and television; bulk-sms through mobile phones; and publicity through newspaper. Likewise, programs (workshops) has been conducted at the district level - for chief of district level offices, local media personnel, civil society representatives, social activist, and political parties representatives at the local level.

This study will be beneficial to assess the effect of such governmental efforts to promote RTI, as it intends to focus at the local level which is the first contact point of citizens to their government. The information can prove beneficial to citizens at the local level and give them better understanding of the functioning of the government and participate in the government decisions. This study is an attempt to explore the performance of RTI Act at the local level.

1.4 Objective(s) of the Study

The general objective of this study is to explore the status of implementation of Right to Information Act, 2007 at local level in Nepal, with reference to Madhyapur Thimi Municipality, along with the following specific objectives:

- a) To assess citizens awareness and opinion toward the implementation of RTI.
- b) To examine the influential factors for implementation of RTI Act at the local level.

1.5 Research Questions

In order to attain the above mentioned objectives this study addresses the following research questions

- (1) How the Right to Information Act, 2007 is performing at local level in Nepal?
- (2) What are the influential factors for implementation of RTI Act at local level in Nepal?

⁵ Supply side of RTI system refers to the public bodies (including political parties) who are liable to provide information as per the RTI Act to the information demanders. Demand side refers to the information seekers that may compose of an individual citizen or organization(s) especially the Civil Society Organizations (CSOs).

1.6 Scope and Limitation of the Study

Government of Nepal has given high priority to maintain transparency and accountability for reducing the corruption and increasing the peoples' participation in decision making process (Lamichhane, 2007). Local government is the closest tier or unit of government to the citizen at the lowest level which acts as the platform for bridging the gap between state and citizen. It is also the first entry point for people to gain access of and influence decision-making process in government (ibid). RTI Act is the basic tool to gain access to government policies and get engaged in decision making process of government. So this study explores the performance of the RTI Act at the local level.

Local governance structure in Nepal was put in place after the restoration of democracy in 1990 and the functions, duties, and power of the Local Governments (LGs) are specified in line with the Local Self Governance Act 1999. Nepal has two-tier system of local governance, with Village Development Committees (VDCs) and municipalities as the lower tier and District Development Committees (DDCs) as the higher. Municipalities are the lower tier at the urban area. Recently there are 214 municipalities. This study is limited to single municipality.

The research may be helpful to know the performance of the RTI act at the urban-local level. It is useful to gain the insight from the citizens' perspective and find out whether they have correct understanding of the right to information, either they possess support for this policy, and either they have tendency to access information. Due to the time constraints, a considerable amount of respondents has been taken as the sample of the study.

1.7 Organization of Chapters

This thesis has been organized in five chapters. This (Chapter 1) is the introductory chapter that introduced the notion behind formulation of citizen's access to information law, provided the background of the RTI legislation and RTI initiation in Nepal. It also indicated the statement of problem, rationale of the study, aims and objective(s) of the study along with the scope and limitation of the study.

Chapter 2 is about the literature surveyed for the study. It includes the summary of recent reports, related studies and theoretical literatures on implementation. It also includes the analytical framework, variables and indicators for the study.

Chapter 3 details the methodology of the study. It indicates the research plan, research design, and research strategy, unit of analysis, overview of research area, data collection procedures and time frame, instrumentation, validity and reliability (Cronbach's Alpha), challenges and ethical consideration, and data presentation and analysis plan.

Chapter 4 is the section for data presentation and analysis. The collected data has been presented in tabular, graphical and pictorial representation. Analysis is mainly done in frequency and percentage form. It has also briefly presents the testing of hypothesis developed in chapter 2.

Chapter 5 includes the summary of the findings and provides some implication for future research concluding this thesis.

Chapter 2

Literature Review and Analytical Framework

2.1 Introduction

This chapter covers the summary of the literature surveyed to have insight on the research problem and objective of this study. Considerable amount of relevant literatures were consulted and reviewed from sources like books, working paper series, dissertations, reports (governmental/non-governmental organization), journal articles, brochures, magazines including websites and experts' statements on related field of study.

This chapter includes literature review that provides brief regulatory background of Right to information legislation in Nepal, and gathers relevant studies related with implementation of RTI mainly on international and regional context. This chapter further tries to reveal the research gap with some lacking of studies on national and/or local context. Finally, it discusses analytical framework and sets assumptions and indicators revealed after reviewing the theoretical literature.

2.2 Literature Review

Literature on public policy (or public administration) domain often emphasize the importance of access to information laws and information sharing within the realm of transparency, accountability, and citizens' empowerment. As argued by Ahmad and Schenkelaars (2004), FOIA has become a technical term that describes a particular class of legislation that defines and supports the rights of citizens to demand access to specified types of documents. It legally empowers the public to "ask for and receive information held by public bodies often leading to maintaining transparency and accountability in them. It provides citizens the opportunity to observe the behavior or result of the ruler, and further can observe the internal working and performance of an organization (Ruijter, 2013).

Nepalese citizens got this opportunity to seek and receive information of public importance with the advent of democracy in 1990. The 'Constitution of Kingdom of Nepal, 1990' recognized the right to information as a fundamental right of a citizen in its Article 16 addressing the main crux of democracy where well informed citizenry are the supreme power. This was the first in Nepalese constitutional history to respect freedom of opinion and

expression, to make government accountable to the citizens by making its conduct open and transparent. However, there was no separate law to address right to information at that time. Peoples had to go to courts to get treatment for their right to information. But, there were difficulties in implementing the right to information due to lack of separate legislation. Meanwhile, civil society organizations and media fraternity were raising voice to demand the separate RTI legislation along with the heated issues of accountability, transparency and good governance. As a result of this struggling process, 'The Right to Information Act' was enacted in 2007.

The Act was enacted to make the functions of the state open and transparent in accordance with the democratic system and to make responsible and accountable to the citizen; to make the access of citizen simple and easy to the information of public importance held in public bodies, and for the necessity to have legal provisions to protect the right of the citizens to be well informed and bring it into practice..(Preamble, RTIA, 2007). Right to Information Act, 2007 provides Nepalese citizen to demand and gain access to information that is of personal/public interest. It defines "Right to Information" is the right of citizen to request and obtain information of public importance produced by the public bodies and the right to study or observe any written document, material held in public body or proceedings of such public body; to obtain a verified copy of such document, to visit or observe the place where any construction of public importance is going on and to obtain verified sample of any materials or to obtain information held in any type of machine through such machine" (RTI act 2007, Section 2(e)).

The Act in its Section 3(2) ensured that every citizen shall have access to the information held in public bodies. This created the obligation to any public bodies to disseminate information demanded by the citizen with few exception such as information related to Nepal's sovereignty, integrity, national security, and peace and order; matters that may harm international relations; early information related to crime investigations; and, information that may damage monetary and commercial confidentiality.

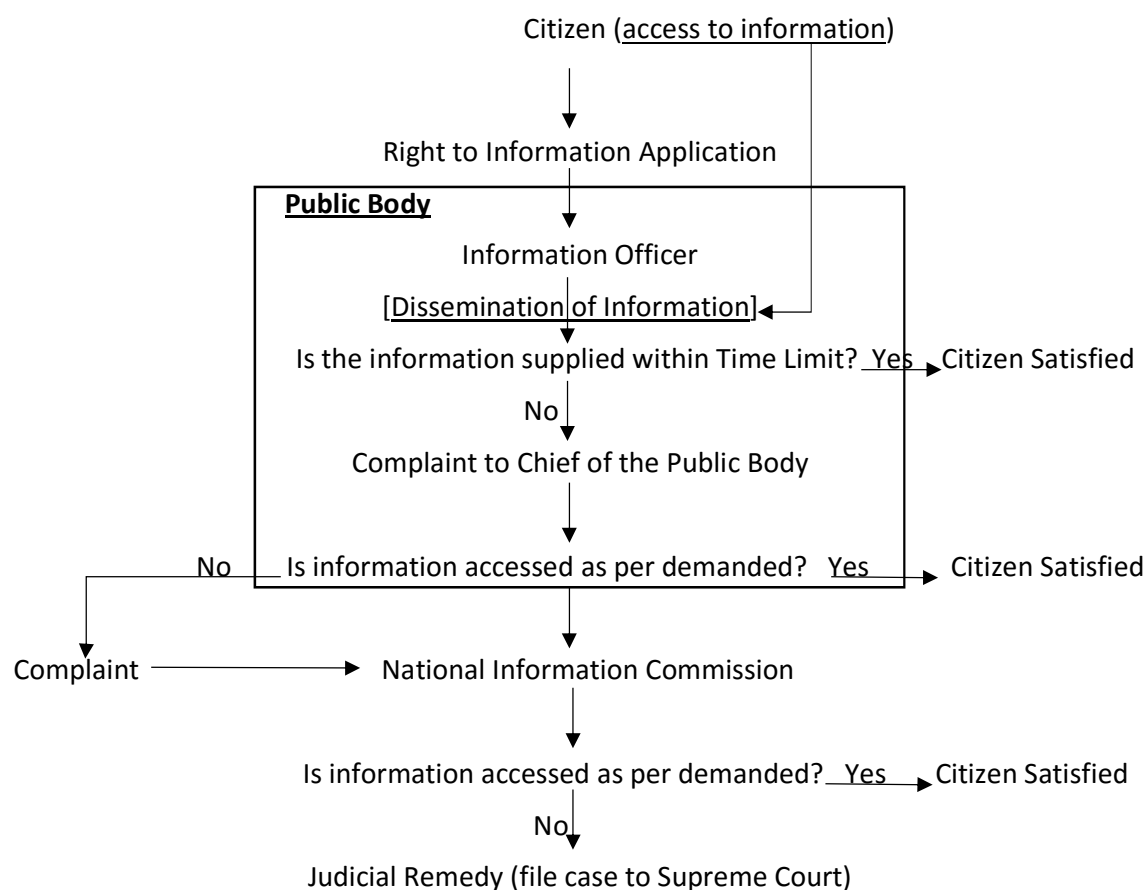
Similarly, Section 5 has provisions to update and publish the key information such as the services provided by the public body; the name of the branch providing the service; the responsible officers; the service fee and time that can be spent; the officer responsible for

hearing complaints; the details of the work performed; the name and post of the information officer and the Head; the lists of acts, rules, sub-rules or guidelines; updates on income, expenses and financial transactions. Further, the Right to information Regulation, 2009 and Proactive disclosure Directives (2072 B.S) has provisioned these information to be disseminated proactively including its annual progress report, bulletins, or other relevant information in every three months.

To make the citizen access to information simple and easy, Section 6 of the Act provides for an information officer in public offices whose job is to disseminate information. Information officer is also responsible to make the smooth functioning of the responsibilities of public bodies as provisioned by the Act. Any citizen who has to gain access to information that is not disseminated proactively by public agency can file a written application to the information officer stating the reason for acquiring information. Information officer should provide the information immediately, and if it cannot be provided immediately then it should be provided within 15 days of written application. If citizen do not acquire the information then he/she can lodge complaint to the chief of the public body. If the information is not gained then the citizen can file (appeal) the complaint to National Information Commission established as per the Section 11(1) of RTI Act which is independent body for the monitoring, promotion, protection and proper practice of the right to information in Nepal. Again if a citizen is not satisfied with the decisions incorporated from the NIC then the dissatisfied citizen can seek for the judicial remedy in the Supreme Court.

The Act incorporates simple procedure to acquire information from public bodies (as given in flowchart below). Citizens can request information by submitting an application to the information officer. Information officer should provide the information immediately if available, and within 15 days of the written application. In case the information thus requested is not gained within the stipulated time then the requester can lodge a complaint to the Chief of Office, who revise the application and give order to information officer provide the information. In case the information is not accessed again then the requester can prefer an appeal to the National Information Commission. If the information cannot be further accessed then the only remedy for the requester against the decision of NIC is to file the case to Supreme Court for judicial remedy.

Figure 2.1: Flowchart of RTI Implementation in Nepal



(Source: Self compilation)

This is the legal and regulatory framework created by the RTIA 2007 for ensuring citizens right to information to create an informed citizenry and hold government system and processes transparent and accountable to them. However, citizens need to understand their rights and know how to secure them. It is not enough that the individual right exists, it is to be made use by the people. The ability of citizens to request and receive information on the workings of their government is critical to the transparency and accountability that are hallmarks of an open society (Open Society Institute, 2006). Having an FOI law and implementing it are different things (Hazell & Worthy, 2010; cited in Ruijer, 2013). The next section explores the implementation status of RTI legislation in international, national and local context by reviewing relevant studies.

2.3. Review of Related Studies

Dokenia (2013), in international context, stated that “There is little empirical research on how RTI laws have worked in practice, whether or not they have been adequately implemented and enforced, and whether they have been effective in fulfilling their stated goals of improving transparency, accountability, and service delivery, and consequently reducing opportunities for corruption” (Dokeniya 2013). Studies have shown that well-resourced bodies responsible for oversight and promotion of the law play an important role in ensuring the implementation of RTI legislation, developing guidelines and regulations, providing training and capacity building, promoting awareness of the law as well as ensuring that the necessary arrangements to respond to information requests are in place (Dokeniya 2013).

Trapnell and Lemeiux (2014) edited the right to information working papers based on a synthesis of the successes and constraints to a functioning of RTI system that were documented in twelve country case studies around the world. These studies examined the quality and extent of implementation of right to information systems. The case studies highlighted both knowledge and accessibility as constraints on access to information. The case studies highlighted that a good starting point for considering the meaning of effectiveness within the RTI systems is discussion of its potential outcomes and how those outcomes reflect the achievement of RTI goals. The study reports that because of the diffuse nature of the transparency and accountability mechanism, RTI system may well achieve any number of outcomes, whether officially envisioned or not. The study envisioned three types of outcomes of RTI implementation.

First degree of outcome refer to the outputs of RTI system, and can be expressed as how well the system is meeting its mandate to disclose information, e.g. how responsive is the agency to the demand for information? This includes the rate, quality, and timeliness of responses, as well as the amount, relevance, and regularity of proactively disclosed information. Likewise, second degree outcomes are about information usage for accountability purpose, i.e., use of RTI to hold government of public officials responsible for their actions and improve operational efficiency. Trapnell (2014) argued that responsiveness is captured by the concept of “answerability,” which refers to the right of citizens to request a response to questions about government decision-making, as well as the obligation of government to provide a

response (Trapnell, 2014). Finally, it is reported that the third degree outcomes include institutionalization of information access, which is often long term, requiring much more than mere transparency to facilitate positive results.

It is also been reported in these case studies that lack of access based on gender, race, and class are also fundamental issues compromising the inclusiveness of RTI systems, though they were only weakly addressed in the country cases. It further revealed that 'Language difficulties are a prevailing factor in the low demand for information in South Africa, as requesters struggle with not only formulating a request, but also understanding the rules for submitting requests' (Moses 2014, cited in Trapnell and Lemeiux, 2014).

Neuman and Colland (2007) argued that "the challenges that face countries wanting to implement access to information policies include a lack of education and awareness, a lack of capacity, a lack of political will, and a culture of bureaucratic secrecy. The successful implementation of an access to information regime depends on a variety of factors, both technical and political. Research shows that adequate resource allocation is also seen as a sign of political will (ibid). Consequently, governments failing to provide the necessary resources to implement RTI law are risking not being taken seriously by public officials" (Neuman and Calland 2007).

UNDP (2006), in its seminar report, mentioned that even when there is political and organizational commitment to right to information, there is an issue with capacities and resources to make information available. It highlighted that culture of secrecy is the real barrier for the implementation stating that "The culture of secrecy in many public administration is a real barrier to the implementation of right to information. There is significant institutional resistance to change. In some cases the release of information is left completely to the discretion of public officials. Furthermore, in several of the countries where a right to information exists, there are no program of guidelines for sharing information with the public, illustrating a lack of institutional commitment to follow through on the law" (UNDP, 2006). It has reported that the capacity of public bodies to provide information is weak and most officials are unaware of their obligations. In some cases public bodies has become better at creating websites and proactively sharing information, however access to internet remains low in many developing countries.

Schenkelaars and Ahmad (2004) argued that access to information requires sound legislation, clear institutional mechanisms for its application, and independent oversight institutions and the judiciary for enforcement. Finally, it also depends on the citizens knowing and understanding their “right to know” and being willing and able to act upon it (Schenkelaars and Ahmad, 2004). Schenkelaar and Ahmad (2004), argues in their study in Arab region that:

“Producing a lot of promotional material is not enough to strengthen government citizen relations. The state of government’s relations with citizens cannot be measured by the number of documents nor videos that a government produces. While these figures may be important, the main question is what happens to these products. What information do they carry? Do they reach the public, or do they lie on some shelf? Do citizens actually use the information, or do they reject it? Does government acknowledge and value the reactions of citizens – or does it turn a deaf ear? Does its actions strengthen relations with citizens, leave them unaffected or worse? To be successful, governments have to plan for information gathering and dissemination, consultation, and active participation” (Schenkelaar and Ahmad, 2004).

Studies in international context have also revealed that having an FOI law does not automatically mean that citizens and the media will use it, both in developing and developed societies, usually because of insufficient familiarity with the law. For instance, Hazell and Worthy (2010) as cited in Ruijter (2013) found in a study of FOI requests in the UK, Ireland, Canada, Australia, and Switzerland that the number of FOI requests usually accounted for only about 1% to 3% of the population. Therefore, information access becomes more salient, especially if citizens begin to demand direct access to information instead of relying on what trickles down from the usually elite-friendly media.

Studies related to regional context concludes with similar summaries. ARTICLE 19 (2015) reviewed the right to information laws across Asia, in eleven countries in this region. It has briefly mentioned the implementation status of each countries. According to it nearly all national implementation reports in the region emphasize that lack of resource is a major factor hindering the successful work of oversight bodies. Likewise, it mentioned awareness among the public is low particularly in rural areas, which helps maintain a gap between rural and urban levels of participation in decision making. The majority of problems with

implementation emerge at the level of public authorities that receive information requests. A problem that persists in many countries is lack of awareness of public bodies and officials about their obligation under the RTI act. The resources for implementation of RTI legislation and for meeting the record management requirement are scarce which may delay in the responding the requests.

Asia Foundation (2014) conducted a study on citizens' access to information in south Asia and provided a conclusive summary that the region have low demand on information, low level of familiarity with the law, low level of compliance by the public agencies. The study concluded that perhaps the most single greatest challenge to RTI in south Asia is the lack of awareness of the law and its relevance to the lives of ordinary citizen. In a street corner interview only 24% out of 263 respondents knew about their countries RTI law. In Pakistan out of 100, 68 didn't know about the RTI, in Nepal 36 out of 113 were aware of it. In Bangladesh 31 out of 50 were aware of it. In Bangladesh 44/50 believed that getting access to information would be beneficial in reducing corruption and ensure good governance. In Nepal, only 25 out of 113 felt that RTI act was relevant to them. In the test filing of RTI; out of 22 application filed in different authorities only 13 got the response from the public bodies and 7 received no response in Bangladesh. However, of the 16 application in Nepal all received within prescribed time. In case of Pakistan out of 39 only one gained the response. Likewise in case of appointment of PIOs, most sampled public agencies had appointed in Bangladesh, out of 16 PAs in Nepal 15 had appointed.

Chand and Singh (2015) studied the evolution of transparency regime in south Asia and citizens' empowerment through information. It also suggests that for the benefits of transparency laws to be widespread and universal, especially in matters of service delivery and effective governance, it is important that more and more people, especially those belonging to traditionally disempowered groups, become aware of the function and uses of RTI. In contrast, Chand (2015) states that "South Asia has witnessed a dramatic increase in the level of public and governmental interest in improving transparency and accountability, particularly through right to information (RTI) legislation" (Chand, 2015).

Boroi (2013) conducted the implementation of RTI Act in Bangladesh and the research came out with the findings that better understanding of policy objectives and standards,

appropriate resources, favorable economic condition and most importantly the positive behavior of target population have profound influence on successful implementation of RTI.

2.3.1 Research Gap: Studies in Local Context

Though there is growing interest in the study of right to information in Nepal, studies focusing its implementation at the local level which is the first contact point of citizen with the government is rarely discovered. Various studies of RTI is done with focus to press freedom and media. However, studies focusing status of implementation at the local level is still missing even after nine years of its adoption in Nepal. The major constraints for RTI implementation in Nepal is often pointed to slow pace of political transaction, weak political commitment, absence of effective monitoring mechanism, culture of secrecy in civil service/bureaucracy, limited civil society campaign, lack of financial, and administrative and infrastructural support.

Sharma (n.d.) point out that “The RTI Act is the outcome of approximately one-and-half decade of the movement for the RTI in Nepal led by media fraternity and civil society organizations” (Sharma, n.d). However - civil society organizations are also not actively involved to articulate the issues of RTI at the local level (Lammichane, 2011). Further, there is no adequate public awareness in the satisfactory level to make local bodies more accountable to the people (ibid). This low level of awareness, according to officials, is to be blamed for the correspondingly low levels of transparency in public agencies of the State sector (Regmi & Nayak, 2009). Though the RTI Act has given all Nepali citizens the right to see all information and budget and also to receive copies, citizens at the local level have not become used to do this (Khadka and Bhattarai, 2012).

Likewise Mendel (2011) in the context of Nepal, stated that “A key problem with implementation of the RTI Act in Nepal is the low volume of requests for information from civil society and the general public” (Mendel, 2011). For the success of the RTI Act the demand for information must be met at the grassroots level (ibid). Even at a personal level, citizens can demand information from the government offices so that they can use the information for the benefit of the public and also implement the Right to Information law (Khadka and Bhattarai, 2012). They [citizens] can increase people's awareness of RTI by frequently

advocating for the provisions of the Right to Information Act and its regulations to be used (ibid). In similar vein, Regmi and Nayak (2009) adds that the absence of any flood of RTI applications targeting public agencies till date is indicative of the poor levels of awareness amongst people in both rural and urban areas. Nepal has one of the strongest Right to Information Act; but its implementation has been quiet weak (NSPARIN, 2013). Lack of awareness of right to information by the citizen, limited request for information, partial knowledge about RTI among public bodies, and insignificant number of active RTI focused civil society organizations are the major reasons behind inadequate practice of RTI in Nepal (ibid).

Nevertheless, the literature reviewed in national/local context revealed that the study in local context is widely unexplored. It can be concluded that there was dire motivation for studies related to RTI adoption when the formulation of RTI legislation in Nepal was a hot issue around 2007, during its enactment. There are not much academic studies regarding the issues of RTI implementation even after nine years of its adoption.

2.4 Review of Theoretical Literature

A theory represents a mental view of a phenomenon or a system and will form the basis for a chain of reasoning (Thornhill & Dijk, 2010). At a loose and almost casual level, theory is simply an orientation, framework, technique, or approach (Frederikson et al. 2012). One of the requirements of a theory is that it has to define the phenomenon or object being studied and theorized about. However, Peters and Pierre (2006) states “the study of public policy is a very complex topic, and any attempt to force policy into any narrow theoretical frame should be considered with some skepticism” (Peter and Pierre, 2006). Public policy is, at its simplest, a choice made by government to undertake some course of action (Howlett and Ramesh, 2003). It can be considered as a course of action adopted and pursued by government. Public policy can best be viewed as a process, a set or series of stages through which policy is established and implemented.

Implementation literally means carrying out, accomplishing, fulfilling, producing or completing a given task (Paudel, 2009). Mazmanian and Sabatier (1983) define implementation as ‘the carrying out of a basic policy decision, usually incorporated in a statute but which can also take the form of important executive orders or court decisions’.

Policy implementation encompasses those actions by public and private individuals or groups that are directed at the achievement of objectives set forth in policy decisions (Paudel, 2009).

Research on policy implementation has been a hot discourse among the social scientist since 1970s when Pressman and Wildavsky (1973) brought the issue of policy implementation to the forefront (ibid). However, Boyd and Coetzee (2013) argue that there is still no widespread agreement among those who do implementation research about what actually constitutes a case of implementation. There is still some confusion over when implementation begins, when it ends, and how many types of implementation there are (Goggin et al., 1990, cited in Boyd and Coetzee, 2013). Nevertheless, the survey of public policy implementation literature reveals that theories on public policy implementation are broadly categorized from three perspectives: The Top-Down perspectives, the Bottom-up perspective and their synthesis.

2.4.1 Top-down Theories

The top down theories in policy implementation concerns with the clear-cut system of command and control from government to the project, which concerns the people. In general top-down implementation is the carrying out of a policy decision – by statute, executive order, or court decision; whereas the authoritative decisions are centrally located by actors who seek to produce desired effects (Matland, 1995). One strength of the top-down approach is that it seeks to develop generalizable policy advice and come up with consistent recognisable patterns in behaviour across different policy areas (ibid). But top-down approaches are criticised for only taking statutory language as a starting point. The critics of top down approach, viewed policy implementation from the bottom up perspective

2.4.2 Bottom-up Theories

In the late 1970s and early 1980s, bottom-up theories emerged as a critical response to the top down school (Treib and Helga, n.d). Theorists suggested studying what was actually happening on the recipient level and analysing the real causes that influence action on the ground (ibid). Bottom-up designers begin their implementation strategy formation with the target groups and service deliverers, because they find that the target groups are the actual implementers of policy (Matland, 1995). Bottom-up approaches do not present prescriptive advice, but rather describe what factors have caused difficulty in reaching stated goals (ibid).

It is significant that strategies are flexible so that they can adapt to local difficulties and contextual factors.

However, both the top-down and bottom-up approaches of policy implementation couldn't be remained critic free. As a result researches on policy implementation began combining the approaches and synthesize them looking for mixed approach mainly called hybrid theories.

2.4.3 Hybrid Theories

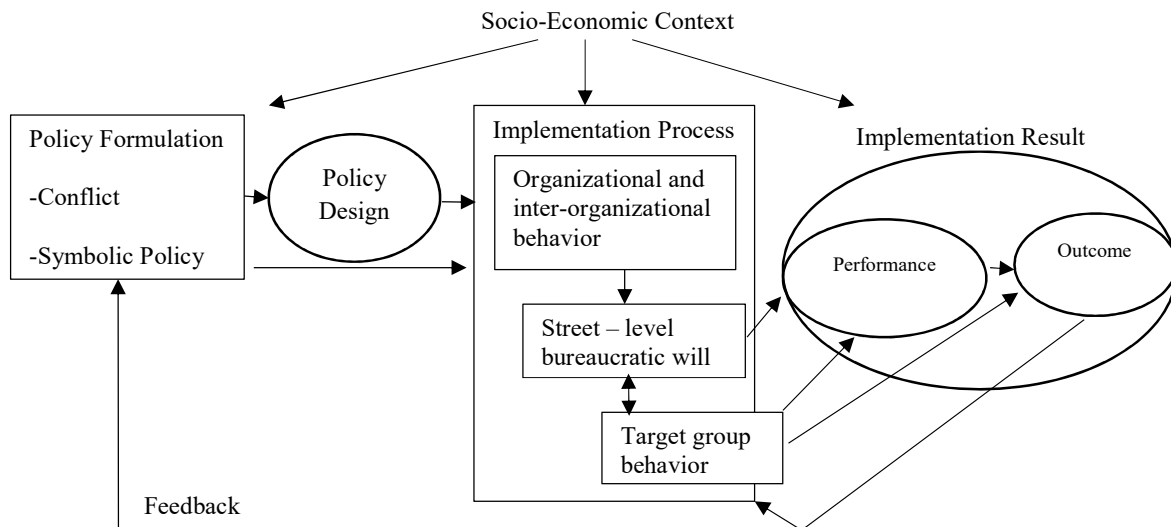
As a reaction to growing uneasiness with the heated debate between top-downers and bottom- uppers, researchers such as Elmore (1985), Sabatier (1986a), and Goggin et al. (1990) tried to synthesize both approaches (Helga and Treib, n.d). The new models presented by these scholars combined elements of both sides in order to avoid the conceptual weaknesses of top-down and bottom-up approaches (ibid). Increasingly, the literature has focused on combining (micro-level variables of) bottom-up and (macro-level variables of) top-down approaches in implementation research in order to benefit from the strengths of both approaches and enable different levels to interact regularly (Matland,1995). What is overlooked by advocates of a synthesis of top down and bottom-up approaches are the fundamentally different views of both sides on the proper conceptualization of the policy process and the legitimate allocation of power over the determination of policy outcomes in the light of democratic theory (Helga and Treib, n.d).

2.5 The Integrated Implementation Model

From the democratic point of view, Soren C. Winter, a Danish scholar introduced a useful model – The Integrated Implementation Model- in 2003 by integrating both the top down and bottom up approaches of policy implementation. According to Winter (2003), “As a dependent variable and standard for evaluating the results of implementation process, the model focuses on both implementation behavior (outputs) and outcomes in relation to the official policy objectives. This standard is selected from the democratic point of view, as goals formulated in legislature and in laws have a particular legitimate status and are relevant for holding government account” (Winter, 2003). This integrated model provides a comprehensive factors affecting implementation result- performance and outcome of a policy. This model unpinned the general clue that implementation result is affected by

implementation process which gets affected by the formulation and design of the policy itself, as depicted by the figure below:

Figure 2.2: Winter's Integrated Implementation Model



(Source: Derived from-Winter, S.C., (ed.), 2003. *Implementation*. The sage handbook of public administration)

According to this model implementation result i.e. implementation performance and outcome depends upon implementation process which are characterized by three clusters of variables: organizational and inter-organizational behavior, street-level bureaucratic will/interest and target group behavior.

Winter (2003) states that implementation process are characterized by organizational and inter-organizational behaviors that represents different degree of commitment and coordination. Another factor in implementation process is street-level bureaucrat's will in implementing policy. Street level bureaucrats are the public officials who come in contact with the citizen in day to day work. Winter (2003) argued that street level bureaucrat makes important discretionary decisions in their direct contact with citizens, who tend to define public policies not as a crafted in statutes but as delivered to them by street level bureaucrats. The other variable in this model is target group of the public policies i.e. citizens or firms. According to the integrated implementation model, Winter (2003) stated that the target groups of public policies play an important role, not only on the effect of the policy but also in affecting the behaviors by street level bureaucrats, through citizens positive or negative

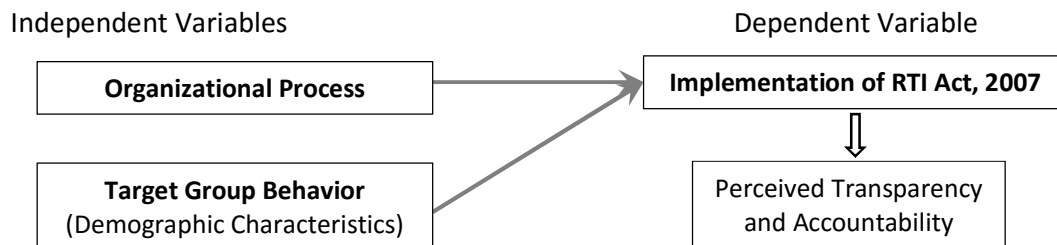
actions in co-producing public services. Finally the implementation result of the policy is affected by the socio economic context and the policy formulation and design.

The Right to Information Act is formulated by Legislature Parliament of Nepal in 2007 with the objective to make the state function open and transparent and making citizens' access to information simple and easy. Formulation of RTI Act is often credited for decades of struggle of Nepalese citizen, particularly Civil Society Organizations and media fraternity. RTIA has the legitimate status to empower the citizen to exercise their right to information and gain access to publicly held information and is relevant for holding government and public officials accountable to citizen. With this rationale, this model is chosen as a theoretical base for this study which led to generate the following analytical framework.

2.6 Analytical Framework Discussion

The literature reviewed above to explore the implementation status of RTI led to the assumption that implementation result i.e. the performance and outcome of RTI Act at local level in Nepal depends broadly on two factors: Organizational factors and demographic factors as shown in figure below.

Figure 2.3: Analytical Framework



The analytical framework gives the overview of variables inducted from the reviewed literature and considered in this study. The dependent variable is the implementation of Right to Information Act, 2007. This analytical framework further intends to see the perceived transparency and accountability at the outcome level, as it is widely accepted that the RTI legislation leads to increased transparency and accountability. The implementation result of RTI depends on two broad factors - the organizational process and target group behavior (demographic characteristics of citizen). Organizational process are characterized by internal process, employee response and barriers to access to information. Target group behavior is

linked with the demographic characteristics mainly age, gender, education and occupation of the citizens. These variables are further elaborated and operationalized.

2.6.1 Dependent variable

The general objective of this study was to explore the status of implementation of RTI Act at local level in Nepal. The study revealed that the implementation result can be both the performance of the Act and its outcome. Implementation performance of the Act can be measured in terms of dissemination of information from public bodies as per the notion of the Act, and citizens' awareness and access to those information. Dissemination of information is operationalized as the updating and publication of information as per the provisions under Section 5 of the RTI Act. According to which a public body shall update and publish various information often proactively. RTI Act at the same time provisions regarding the responsibility of the public body, in its Section 4, to make citizens access to information simple and easy, provide training and orientation to its staff, and conduct its function open and transparently. Awareness about the RTI is operationalized as being aware and having known about the existence of RTI, understanding about its usage as a legal right, and access to information is operationalized as citizens' reach to the disseminated information as well as citizens' demand on information by filing an application.

At the outcome level the study intends to assess the perceived transparency and accountability in relation to RTI Act. Transparency has been defined in numerous ways, but in the context of governance, Lindstedt and Naurin (2010) as cited in Ruijter (2013) defined it as the release of information about institutions which is relevant to evaluating those institutions. Transparency in this study is operationalized as making available publicly all legally releasable information in accurate, timely, balanced, and clear manner. Transparency has been defined and characterized in many ways, but essentially it is an element in the ecosystem of accountability (Trapnell and Lemiux, 2014). Accountability for this study refers to the answerability of municipal officials to the citizens.

2.6.2 Independent Variables

Keeping up the assumption that Implementation performance of the RTI Act depends upon the organizational process and demographic characteristics, these explanatory variables are elaborated below:

2.6.2.1 Organizational Process

According Winter (2003) implementation process are characterized by organizational and inter-organizational behaviors that represents different degree of commitment and coordination. Organizational process in this study refers to internal process of an organization, employee response and barriers to access to information. Internal process refers to commitment to fulfill the responsibility set under the RTI Act such as arrangement for creating ease of access to information, enough disclosure of information, regularity of information disclosure, and updating information on timely basis. Employee response is operationalized as either the employee are responsive toward the demand on information, and have willingness and expertise to deliver the information need of the citizens. The external process or barriers to access to information is operationalized as the variables hampering access to information because of some factors such as language problem, presence of informal networks in local body, requirement of personal connection for accessing information, and formality such as writing application for gaining access to information.

2.6.2.2 Target Group Behavior (Demographic Characteristics)

According to Winter (2003), people relate to the policy when they find themselves connected with the policy and they can influence the performance of implementers. The target group behavior in this study has been operationalized as how willingly people participate in activities like open budget session/ ward meeting to be informed about the government decisions. It also insists either citizens take the provisions of the RTI Act in positive way, and show tendency to use or exercise this right. How citizen response this policy may vary upon their demographic characteristics. For instance, citizens' tendency to exercise the right to

information may be hypothesized⁶ with their various demographic characteristics such as - gender, education and occupational status as:

1) Citizens' occupational status and their tendency to exercise RTI

H0: There is no significant relation between Occupational status and tendency to use RTI.

H1: There is significant relation between Occupational status and tendency to use RTI.

2) Citizens' level of education and their tendency to exercise RTI

H0: There is no significant relation between Education and tendency to exercise RTI

H1: There is significant relation between Education and tendency to exercise RTI

3) Gender and tendency to exercise RTI

H0: There is no significant relation between Gender and tendency to exercise RTI

H1: There is significant relation between Gender and tendency to exercise RTI.

These variables along with their indicators/issues are summarized in the table below:

Table 2.1 Summary of variables and indicators/issues

Dependent Variable	Indicator	Independent Variable	Issues/Indicators
Implementation of Right to Information Act, 2007	-Dissemination of information -Citizens awareness and access to information	Organizational Process	<u>Internal Process</u> -ease of access to information -extent of information disclosure -relevancy of disclosed information <u>Barriers to access information</u> -language difference/problem -personal connection (source-force) -formality (submitting application) <u>Employee Response</u> -responsive toward citizens' query -willingness to provide information -expertise to deliver information
		Target Group Behavior (Demographic Characteristics)	-Willingness -Age -gender -Level of Education -Occupational Status
Outcome	Perceived transparency and accountability		

⁶ There are two types of hypothesis - null hypothesis (H0) and alternative hypothesis (H1). According to Fisher (cited in Aryal and Gautam, 2012) "Null hypothesis is the hypothesis which is tested for possible rejection under the assumption that it is true". The hypothesis complementary to the null hypothesis is alternative hypothesis.

2.7 Chapter Conclusion

This chapter provided the basic provisions of RTI Act and reviewed related studies in international, regional and national context. It revealed that the relevant studies in national context is comparatively lesser revealing the gap on studies. To understand the theoretical concept, and deduct the variables for the study, this chapter reviewed the theoretical literature on implementation and generated the analytical framework for the study along with its indicators.

The chapter led to the assumption that implementation of RTI depends upon organizational process and behavior of the target population i.e. the general citizens. These variables were further truncated and operationalized to fulfill the objective of the study. Next chapter (3) explores and details the methodology for this study.

Chapter 3

Methodology

3.1 Introduction

The aim of this chapter is to provide the methodology applied in this study. Methodology is generally a guideline system, for solving a problem, with specific components such as phases, tasks, methods, techniques and tools. It is the study or description of methods. A research methodology defines what the activity of research is, how to proceed, how to measure progress, and what constitute success of research plan.

3.2 Research Plan

At first, while formulating the research plan, it was necessary to look out for the researchable topic. For this exploring the present situation was necessary. The current problem within the ambit of policy and governance were looked upon where implementation of policy was found to be a problematic issue for the society, politics and administration in common. Implementation of citizens' right to information was found to be a contemporary issue which is regarded as a key to good governance, and preventive measure to reduce malpractices in public policies, administration and various governance aspects.

Therefore, to work on this issue the topic "Implementation of RTI Act, 2007 in Nepal: A study of Madhyapur Thimi Municipality" was selected for the thesis; adopting a case strategy of research with reference to Madhyapur Thimi Municipality (an overview is provided in the later section).

Initially the research started through the literature that dealt with the concept of right to information and its implementation along with the secondary data search regarding the topic. Literature review was done in order to simplify the research process and figure out the missing space. Thereupon, during this time, an exploratory viewpoint was also taken to discover the larger gap of the study. Finally various approaches of research methodology was consulted for constituting a relevant research design.

3.3 Research Design

A research design a framework to navigate the research journey in the selected field and finally execute the research plan. The research design followed, dominantly, in this study is “Descriptive’ research. In order to explore the status of implementation of public’s right to know, public opinion was taken as decisive base. Public opinion polls that seek only to describe the proportion of the people who hold various opinions are primarily descriptive in nature (Aminuzzaman, 2011).

Research design is also the arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. As Nachmias & Nachmias (cited in Yin 2003), research design is a plan that guides the researcher in the process of data collection, analysis, and interpretation of findings. According to Creswell (2003), research designs falls into three categories – qualitative, quantitative, and mixed methods.

Mixed methods i.e. the combination of both qualitative and quantitative method has been utilized for collection and analysis of data in this thesis. According to Creswell (2003) one of the chief reasons for conducting a qualitative study is that the study is exploratory and the researcher seeks to listen to participants and build a picture based on their experiences and perceptions. Thus, a practicable range of qualitative tools such as observation, interview/interaction, documents review and audio materials i.e. the recordings has been used to collect, manage and analyze data. However, some quantitative tools has also been applied to analyze the opinion survey - a major instrumentation for this inquiry.

3.4 Research strategy

The research strategy opted in this inquiry is a case oriented method. According to Yin (2003) a case study is ‘an empirical inquiry that investigates contemporary phenomenon within its real life context, especially when the boundary between phenomenon and context are not clearly evident’ (Yin 2003). This inquiry attempted to investigate the status of implementation of citizen’s right to information taking a single municipality as the unit of analysis.

3.5 Unit of Analysis

The Unit of Analysis defines, what the case is all about, or what the case study is focusing on - such as an individual, a group, an organization, a city and so forth (Berg, 2009 cited in Harold 2012). Municipality was selected as the unit of analysis for this study. Municipalities are the lower tier of (urban) local-governance⁷ in Nepal.

The rationale behind selection of municipality as the unit of analysis is that it is the closest tier/unit of government to the citizen. It is the unit of government to address citizens' voice and right (to be informed). It is also the first entry point for people to gain access of and influence decision-making process in government (Lamichhane, 2009). Further, Government of Nepal has given high priority to maintain transparency and accountability for reducing the corruption and increasing the peoples' participation in decision making process (ibid). Right to Information Act, 2007 is considered as one of the most important tools to translate into practices the basic theories and assumptions of good governance (ibid).

Thus, in order to explore the implementation status of RTI, at the unit of government closest to the citizen, one out of several⁸ municipalities has been selected on convenience basis, as the unit of analysis and the research area.

3.6 Research Area: An Overview

This research is conducted in Madhyapur Thimi Municipality (MTM) in Kathmandu Valley⁹- the Capital City. MTM was basically a Newari town which was established as a Municipality in 1997. However, the fast pace of migration of people from all over the country (after restoration of democracy in 1990) engulfed almost all parts of the municipality. Hence it was anticipated to represent the demographic diversity of the population.

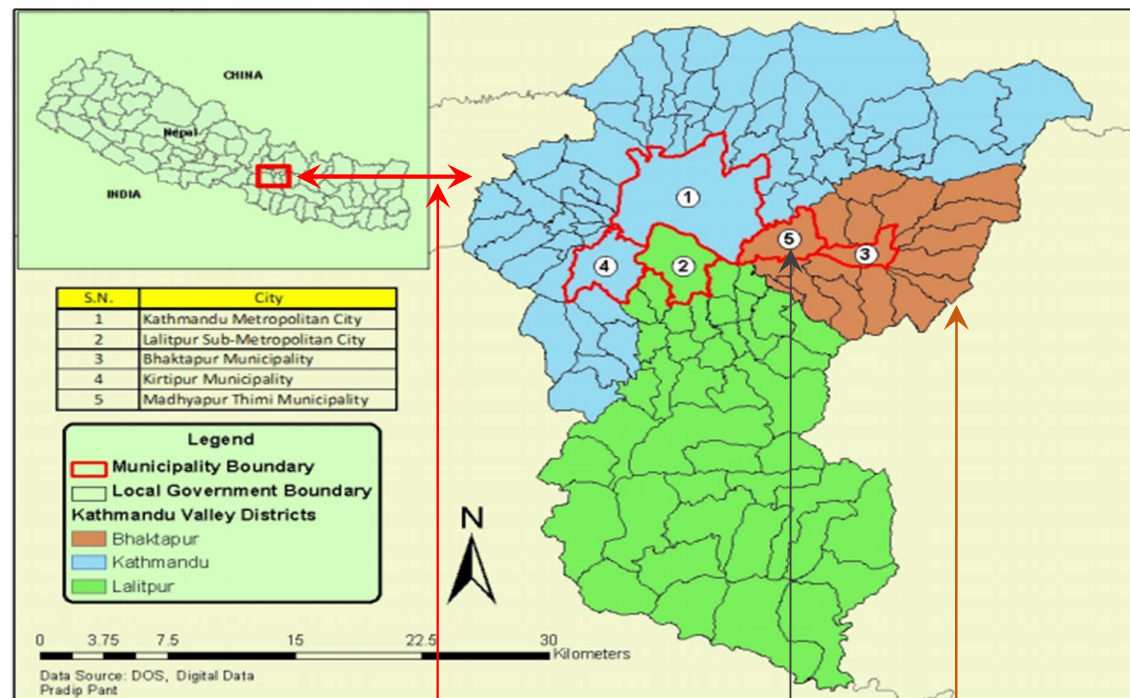
⁷ The current structure of local governance in Nepal was put in place after the restoration of democracy in 1990 and the functions, duties, and power of the Local Governments (LGs) are specified in line with the Local Self Governance Act 1999. Nepal has two-tier system of local governance, with Village Development Committees (VDCs) and municipalities as the lower tier and District Development Committees (DDCs) as the higher

⁸ Prior to 2014 A.D. there were only 58 municipalities in Nepal. Additional 72 municipalities were formed on May 2014; 61 more municipalities added in December 2014; and 26 more were formed on September 2015; making all total of 217 municipalities. Municipality formation process and criterion is mentioned in Local Self-Governance Act (LSGA), 1999.

⁹ Kathmandu Valley, the capital city of Nepal has three districts – Kathmandu, Lalaitpur and Bhaktapur. Prior to 2014 this valley (three districts) had only five municipalities as a local (urban) government. The valley recently has been equipped with 21 municipalities in total.

MTM had a population of 83,036 at the time of the 2011 census of Nepal. And, it was also the first municipality in Bhaktapur district¹⁰ to be declared fully literate (100% literacy rate) municipality. Geographically, MTM occupies an area of 2 square kilometers and is administratively divided into 17 wards.

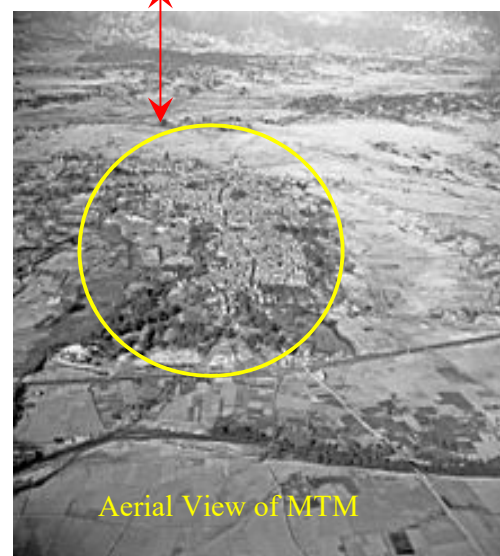
Figure 3.1: Map of Kathmandu Valley, Bhaktapur District and Madhyapur Thimi Municipality



Kathmandu Valley – The Capital City of Nepal

Madhyapur Thimi Municipality, Bhaktapur District

The map (above) shows the details of research area where MTM municipality (right) lies. MTM is in the Kathmandu Valley - the Capital city of Nepal. Kathmandu Valley has three districts namely Kathmandu (top/north on extended map), Lalitpur (south) and smallest district Bhaktapur (right side). MTM (marked 5 in extended map) lies on Bhaktapur district. The picture in the right (circled) is MTM, the research area for generation of data.



¹⁰ <http://thehimalayantimes.com/kathmandu/bhaktapur-set-to-be-declared-fully-literate/> accessed June 20, 2016.

3.7 Data Collection: Sources, Time Frame and Procedures

Data collection for this study is based on primary as well as secondary sources. Secondary data search for this study was attempted from the early stage of proposal development, during the stay in Dhaka, Bangladesh. Secondary data at that time were referred/collected mainly from online sources, google archives, various websites, online available catalogue and brochures, and mostly from URL of National Information Commission (Nepal) and MTM municipality.

Additionally, some brochures and articles were collected from Information Commission of Bangladesh {jointly with Mrs. Zannatul Ferdeous – kind colleague from Bangladesh working with similar (RTI) research topic}. Meanwhile, an opportunity of short interaction was made with Prof. Dr. Khursida Begum Sayeed (Information Commissioner, Bangladesh); which was arranged kindly by thesis's proposal supervisor Dr. Shakil Ahmed at NSU, Dhaka. Also, catalogues and brochures were collected from NIC of Nepal, as soon as returned back to Kathmandu, in/onwards mid-June 2016.

The actual time frame (deadline provided) for data collection was two months, specifically, 18th July to 31st August, 2016. Both secondary and primary data collection was managed within the time. Primary data was collected from mixed method by applying both quantitative and qualitative tools and techniques. Qualitative data was collected mainly through survey, interviews/interactions and observations, and somehow from documents and audiovisual materials.

3.7.1 Interview/Interactions

Interviews are often used to garner information on important public administration issues (Chavda, 2007). A couple of interactions and discussion was made mainly with the information officer at MTM who is designated for facilitation and implementation of RTI. At the beginning of the data collection timeframe, an informal face to face interview was done, and then onwards interactions was frequently made during the timeframe and procedure of data collection. Furthermore, information officer was several times consulted via telephone (personal cell) to settle down the aroused query which helped to understand the scenario of

RTI implementation. Interactions were made with other officials at MTM Office and service seekers as well as among various residents of MTM during data collection phase.

3.7.2 Observations

Qualitative data was also collected by opting the method of observation. There was two options of observation for this research which is being 1) observer as a participants and 2) complete observer. Both options were utilized. Being observer as a participant, an application (Annex X) was filed to demand information mentioning the reason - for the purpose of this study. The application was duly received, and the information were provided within the time. It gave an opportunity to understand/observe the maintenance of soft copies and hard copies in the municipality (i.e. record management), capacity to deliver the information within the time limit, reliability and completeness of the provided information.

Observation was also done by being a complete observer where researcher observes without participating. Form this process it was attempted to observe the information seeking behavior of the service seeker, response of the municipal employees, the way the information displayed in MTM premises, maintenance and management of records, etc. to fulfill the purpose of this study.

3.7.3 Documents and audiovisual materials

Some copies of documents were received from MTM as a response of demand on information from filing an application. Those documents were specially the written applications for demanding information from municipality. Those documents provided insights to understand what sort of and how information is demanded by the citizens and also how it has been responded to them.

Audiovisual materials were also used to collect qualitative data for this study. The information displayed in the various boards such as hoarding boards, stand boards and citizen charter were also the sources of information for this study. Likewise, some radio programs gave relevant information. Also, a couple of photographs were taken and audio recordings were made during the interaction process and field survey.

3.7.4 Opinion Survey

Survey is used as a major method of primary data collection in this study. One of the most widely used research instruments in quantitative public administration research is the survey instrument (Robins, 2007). Survey helps to provide quantitative or numeric description of trends, attitudes and opinions of population by studying sample alone (Creswell, 2003). It [survey method] is probably the best method available to the social scientist interested in collecting original data for the purpose of describing a population too large to observe directly (Aminuzzaman, 2011). The issue of implementation of citizens' right to information, as a human right, has been tried to explore by opinion survey.

"Perception and opinion surveys aim at polling a representative sample of individuals for their personal views on a given issue. Perception and opinion surveys are potentially relevant to monitoring all economic, civil, cultural, political and social rights. They constitute a platform and an opportunity for capturing directly people's views on the functioning and policies of governmental bodies and institutions. Consequently, they can contribute to improving State accountability towards its citizens, in particular when their results are disseminated in the media..." (OHCHR, 2012, p.65).

Thus, in order to gather the citizens' opinion and perception regarding the implementation of right to information, survey method was chosen using questionnaire as a major instrumentation.

3.8 Instrumentation

Instrumentation can be basically explained as the tools used in data collection and analysis. Despite the interviews/interactions and observation, the major tools used in data collection was questionnaire. There was one set of questionnaire instrument designed to seek demographic information, information about the awareness, understanding, opinion, and perception of Right to Information (Act) from general citizens, which included mainly 19 broad questions, mostly containing multiple statements in each question.

The questions were mostly in closed format with ordinal scaling as "The nature of the information collected is predominantly subjective and not directly quantifiable. To aggregate data, as well as transform these perceptions and opinions into indicators, predetermined or

closed formats for the responses along with ordinal or cardinal scales are often used.” (OHCR, 2012 p.65).

3.8.1 Likert Scaling

Likert scaling (developed and named after psychologist Rensis Likert) was followed to design the questionnaire. Likert (1932) introduced the summative method to measure attitudes which is now popularly known as Likert Scale and has been widely using as a tool to collect data specifically in survey research (Weng & Cheng, 2000 cited in Subedi 2016). Likert type data are commonly used to measure attitude providing a range of responses to a given question or statement. A Likert scale is composed of a series of four or more Likert-type items that represent similar questions combined into a single composite score/variable (Subedi, 2016).

In the questionnaire used for this study, a series of five Likert-type items were (attempted to) developed and are used to measure respondents’ attitudes to a particular question or statement in regards of implementation of right to information. The questionnaire were distributed among the respondents. “Depending on the circumstances and the theme of the survey, respondents may be consulted through face-to-face interviews, self-administration of the questionnaire or telephone interviews” (OHCR, 2012 p.65). At first, respondents consulted through face-to-face interactions, building rapport with them, to gain their trust and confidence, for filling the questionnaire survey. Those respondents who could read and write self-administered the questionnaire and those who had difficulty in reading writing were assisted to administer it.

Nevertheless, before the actual data collection, pilot test was conducted with few respondents (among friends) who had interest regarding the topic. The pilot testing was repeated a couple of times to be sure that the proper data can be collected. During this phase some faults in questionnaire construction were noticed, which were cured and some statements giving the same sense of response were erased. Particularly, respondents in pilot testing were confused in responding a category of statements where one statement was positive and another was negative, given the same Licker scale – 1) Strongly Disagree, 2) Quite Disagree, 3) Partly Agree, 4) Strongly Disagree, and 5) Don’t Know. Comments were received during the pilot testing and all the statements in the questionnaire were positively stated.

Thus the questionnaire was revised and refined and then guided/supervised (in needy cases while answering the questions) to see no questions was left out and to check its validity and reliability.

3.8.2 Validity and reliability

The issue of validity and reliability in this study has been attempted to address in a systematic way. Validity refers to the quality of instruments that have been used in a study and to what extent it is accurate, correct, true, meaningful and right (Guba and Lincoln, 1987 cited in Harold 2012). The quality of questionnaire which is the major instrument used in this study was improved by revising and refining it, through pilot testing, to make accurate, correct and meaningful as far as possible. However validity in social science research is decided on, to what extent data is trustworthy and how accurate the findings are for participants, researcher and reader (Creswell, 2007 cited in Harold 2012). In order to address the issue of trustworthiness, data has been collected through multiple sources and through triangulation of methods of data collection as mentioned, earlier, in data collection procedures.

Reliability on the other hand, refers to the degree of consistency in data & findings generated in the study (Creswell & Clerk, 2007 cited in Harold 2012). The greater the degree of consistency and stability is found in an instrument, the higher is its reliability (Kumar, 2008 cited in Harold, 2012). Concerning literatures showed that in most of the cases Cronbach's alpha had been used to measure internal consistency or reliability of a psychometric instrument like Likert data (Subedi, 2016). Cronbach's alpha test is the most common measure of internal consistency (reliability) used in social science whose interpretation is given below:

Table 3.1: Interpretation of Cronbach's Alpha (α) test

Cronbach's alpha (α Value)	$\alpha \geq 0.9$	$\alpha \geq 0.8$	$\alpha \geq 0.7$	$\alpha \geq 0.6$	$\alpha \geq 0.5$	$0.5 > \alpha$
Internal Consistency (Interpretation)	Excellent	Good	Acceptable	Questionable	Poor	Unacceptable

Source: George and Mallery (2003) cited in Gliem and Gliem (2003)

Table 3.1 shows the value Cronbach's alpha reliability coefficient (α , in the top row) and its interpretation (in bottom row). Cronbach's alpha reliability coefficient normally ranges between 0 and 1. The closer Cronbach's alpha coefficient is to 1.0 the greater the internal

consistency of the items in the scale (Gliem and Gliem, 2003). It doesn't provide reliability estimates for single item (ibid). Internal consistency or reliability of the items (statements or categorical variables) of the opinion/attitudes type questions in the questionnaire, used in this study, has been tested statistically. The internal consistency (reliability) of the questionnaire instrument for this study is given in the Table 3.2.

Table 3.2: Reliability (Internal Consistency) of the major instrument of this study

S.N	Variables (Each question contains various statements)	Cronbach's Alpha Test (α Value)	Reliability (Internal Consistency)
Q11	Opinion on aim of RTI act	0.830	Good
Q12	Opinion on Transparency and Accountability	0.800	Good
Q13	Opinion on internal process of MTM	0.793	Acceptable
Q14	Opinion on barriers to access to information in MTM	0.838	Good
Q15	Opinion on Employee Response in MTM	0.790	Acceptable
Q16	Opinion/rating on displayed information on CC	0.705	Acceptable

(Source: Tested from SPSS)

Table 3.2 shows the internal consistency of the most of the opinion questions or grouped items/statements, using the same Likert scaling, in the questionnaire. It shows the Cronbach's Alpha (α) test for group of items/statements used in opinion survey questions (from question number 11 – 16, as of annexed questionnaire). It shows that items/statements used in questions Q11, Q12 and Q14 have 'good' internal consistency (reliability) as Alpha (α) test is greater than 0.8. The rest items used in the questions have Alpha (α) value greater than 0.7 ($\alpha \geq 0.7$) which means their reliability is 'acceptable'.

While testing the reliability (internal consistency, Cronbach's Alpha), some items were deleted as their deletion would increase the reliability. The items/statements whose Alpha (α) was less than 0.7 were deleted as their reliability was 'questionable' ($0.7 \geq \alpha \geq 0.6$) and 'poor' ($0.6 \geq \alpha \geq 0.5$). The questionnaire survey, after pilot testing, revising, refining and checking the reliability, was conducted among the samples.

3.9 Sampling

Sampling theory is related with the process of making decision on the nature of population on the basis of inspection of only a few selected items (Aryal and Gautam, 2012). Sample is the small part of population and the process of drawing a sample from the population is called sampling. The sampling in this study is based on judgement and convenience.

A convenience sample involves choosing units to the study that are readily available to the researcher (Northrop and Arsneault, 2007). Convenience sample is less expensive than a probability sample and allows for in-depth study (ibid). Thus, Madhyapur Thimi Municipality (MTM), is selected unit of analysis or research area (as mentioned earlier) based in convenience and with a thought to have in depth study. MTM is also sampled based on researcher's judgement on its reputation. As Northrop and Arsneault (2007) points out "A judgmental or reputation sample is a common kind of sample. The states or cities are chosen based on their reputation for success or, sometimes, very costly failure in policy making [implementation]" (Northrop and Arsneault, 2007).

However, MTM was selected on the basis of its reputation for having cent percent literacy rate, being adjacent to the Kathmandu Metropolitan City (KMC), and possessing population diversity (due to migration activity). Also, MTM was selected with a simple judgment to avoid very low awareness (as informed by literature review in local context) in regards of RTI (Act).

Finally, a total of 80 questionnaire were distributed to the respondents. Most respondents were looked within the premises of MTM Office who would come there as a information/service seeker. Rest of the respondents were looked in places like Tea/Coffee shops where people sit in leisure mood, and often crack talks of government, politics, democracy and transition, and other ongoing/contemporary issues. Despite applying convenience sampling, some challenges were faced during the field survey and ethical considerations were maintained.

3.10 Challenges and Ethical Considerations

Challenges were faced while collecting data from secondary sources. The available reading materials were still focused on concepts of RTI rather than research oriented. There was no in depth study (as mentioned in research gap) and the materials were, somehow, insufficient to explore the implementation status of RTI, particularly at the local level.

One of the major challenges faced during the field survey was that the people (respondents) were skeptic. Coming to know that this is all about the issues of an Act/law implementation, respondents showed tendency to deviate from giving response. Moreover, the respondents from among the service seekers of municipality (within MTM premises) were reluctant to give

judgmental response regarding the behavior and response of municipal employees. Nevertheless, by re-stating the assurance of keeping their response secret, all the response in the questionnaire was gained successfully.

Thus, some ethical issues came up while seeking, recording and using data from respondents. As Kumar (2008) cited in Harold (2012), a social science research deals with data from and about the people, it is very important that it follows ethical and professional code of conduct to safeguard the rights of the respondent and makes study findings trustworthy. Moreover, maintaining a high level of ethical consideration in this study of right to information was necessary as people, on the other hand, have their right to privacy. So, prior to the data collection process of rapport building was followed with the respondents, they were informed about the issue of research in oral as well as in written (in questionnaire). Consent was taken from concerned while using the audiovisual materials during the survey, and its purpose were mentioned to retrieve information during the analysis phase.

3.11 Data Presentation and Analysis Plan

Once the researcher has collected and cleaned the data, the analysis can begin (Chavda, 2007). The data collected in this study is analyzed with the help of SPSS (IBM SPSS Statistics, Version 20) software. Analysis is mainly based on frequency distribution, cross tabulation, and Chi-square test (non-parametric) to show association between the variables. If the variable of interest is nominal or ordinal – collectively referred to as categorical or qualitative variables – then the frequency distribution simply list the categories of the variables and the number of observation in each one (Chavda, 2007). “With Likert scale data we cannot use the mean as a measure of central tendency as it has no meaning i.e. what is the average of strongly agree and disagree?”(Anonymous, n.d.).

While analyzing the data, the Likert scale developed above were recoded (transformed) into two scale ‘Agree’ and ‘Disagree’ as required, basically to see the relationship between the dependent and independent variables. The table below shows the actual scaling for responses in the questionnaire and their recoding in SPSS after collecting the data for analysis purpose.

Table 3.2 Transformation of Likert scale for analysis.

Likert scales in Questionnaire	Transformation (Recoding)
Strongly Agree + Partly Agree; Yes (Often + Sometimes + Rare)	Agreed
Quite Disagree + Strongly Disagree; No (Never)	Disagreed

The table above shows that the actual response assessed in questionnaire (left column) is recoded (right column) for analysis purpose. Respondents' response denoting the sense of Strongly Agree; Partly Agree as well as responses giving the similar sense i.e. in the form of Yes (Often, Sometimes, Rarely) is transformed into 'Agreed'. Likewise, response denoting the sense of Quite Disagree, Strongly Disagree, as well as response in the form of No (Never) is transformed or recoded as 'Disagreed' for analysis purpose.

3.12 Chapter Conclusion

This chapter provided the detailed methodology to be followed for this study. It gave an overview from the beginning- research plan to the phase of data collection and analysis plan. It highlighted the research approach, provided overview of research area, data collection procedures and question construction for the survey reaching to the plan for data presentation and analysis.

Chapter 4

Data Presentation and Analysis

4.1 Introduction

This chapter aims to present and analyze the data that has been collected for the study following the methodology mentioned in Chapter 3. The objective of this study was to explore the status of implementation right to information act 2007 in Nepal, particularly at the (local) municipal level. In order to explore the status of implementation of the Act, data were generated through interactions, observations, filing an application, and questionnaire survey which was the major instrumentation of this study.

In total 80 questionnaire were successfully distributed in Madhyapur Thimi Municipality (MTM). Respondents having difficulty in reading and writing were assisted to fill up the questionnaire. Other, who were able to read and write, self-administered the questionnaire. Those respondent who never heard about their right to information were let to escape from further engaging with the questionnaire. Those who were aware of the RTI engaged with the questionnaire giving full responses. This chapter primarily deals with the discussion of the survey results, along with the observation and interaction, reflecting the dependent and independent variables for the study. It begins with highlighting the demographic distribution of the respondents.

4.2 Demographic distribution of the Respondents

The main demographic variables considered in this study were gender, age, education, occupational status, and main occupational sector. These demographic characteristic of the sampled population obtained for study is briefly highlighted in the table(s) below along with their frequency of occurrence and percentage.

Table 4.1: Distribution of respondents according to the gender

Gender	Frequency	Percent (%)
Male	43	53.8
Female	37	46.3
Total	n=80	100

(Source: Field Survey, 2016; n=80)

Gender balance was attempted while sampling the respondents. As a result, gender wise 53.8 percent of the sample were male whereas 46.3 percent were female.

Table 4.2: Distribution of respondents according to the age group

Age Group	Frequency	Percent (%)
16-19	8	10
20-29	29	36.3
30-39	17	21.3
40-49	15	18.8
50-59	8	10
60+	3	3.8
Total	n=80	100
Younger (16-40)	54	67.5
Older (40 above)	26	32.5

(Source: Field Survey, 2016; n=80)

The age of the respondents were classified (originally)¹¹ into 6 groups. Out of these the majority (36.3%) of respondents were between the ages group 20 - 29, followed by the age group 30 - 39 (21.3%) and then 40 - 49 (18.8%). Other respondent fell between the age group 16-19 (teenage citizens); and 50-59 sharing 10% each of the total respondents. Rest (3.8%) were the old age (60+) citizens.

The table above further depicts the re-grouped age category. According to this the majority (67.5%) of the respondents represented younger age group (16-40) and rest 32.5% represented older age group (40 above).

Table 4.3: Distribution of respondents according to the educational level

Level of Education	Frequency	Percent (%)
Difficulty in Reading/Writing	6	7.5
Can Read and Write	8	10
SLC (School Leaving Certificate)	8	10
Intermediate (+2)	11	13.8
Bachelor's Degree	22	27.5
Master's Degree or higher	25	31.3
Total	n=80	100

(Source: Field Survey, 2016; n=80)

¹¹ The age group were categorized on the intuition basis during formulation of the questionnaire survey. The age re-group into two – younger and older as shown in Table 4.1 is as per Youth Vision – 2025' policy (strategic planning) in which 16 – 40 age group is considered as Youth or Young generation.

According to the level of education, the respondents were divided into 6 groups according to the education system in Nepal. Majority (31.3%) of respondents were Master's degree holder, 27.3 % Bachelor's degree holder, 13.8% of the respondent had completed their intermediate level or higher secondary level (10+2), and 10% of the responded completed their education up to SLC. Also, 10% of the respondent could only read and write without formal schooling for education, and only 7.5% of respondents had difficulty in reading and writing who were assisted to administer the questionnaire.

Table 4.4: Distribution of respondents according to the occupational status

Occupational Status	Frequency	Percent (%)
Working	30	37.5
Self-employed	14	17.5
Unemployed	4	3.8
Retired	2	2.5
Student	18	26.3
Homemaker	10	12.5
Total	n=80	100

(Source: Field Survey, 2016; n=80)

According to occupational status the samples were categorized into 6 groups. Most of the respondents were working (37.5%), 17.5% self-employed, and only 3.8% were unemployed. Likewise, 2.5% of the respondent were retired, 26.3% were student and 12.5% were housewife or homemaker.

Table 4.5: Distribution of respondents according to the occupational sector

Main Occupational Sector	Frequency	Percent (%)
Private Sector	23	52.27
Public Sector	9	20.45
I/NGO/CSO/CBO	5	11.36
Others	7	15.92
Total	n=44	100

(Source: Field Survey, 2016; n=44)

Out of those respondents whose occupational status was working and self-employed (totaling 44), majority of respondents (28.8%) selected private firm as their main occupational sector. 11.3% of the respondents were working in public sector, and 6.3% of the respondents were engaged either in NGOs, INGOs, CSOs or CBOs. Rest of the respondents who were working/self-employed mentioned that they were from other field such as trade unions and clubs.

The data gathered, along with this demographic distribution of the respondents in MTM, were processed and attempted to analyze to explore the status of implementation of Right to Information Act, 2007 in Madhyapur Thimi Municipality (MTM).

4.3. The Case of Information dissemination in MTM

In order to assess the updating of information in Madhyapur Thimi Municipality, observation was done along with the couple of interactions with the municipal officials, especially with the Information Officer. Information dissemination mediums and record management system were observed, and the municipal website was scrutinized to verify the status of updating and publication of information.

4.3.1 Updating and publication of information

According to the Section 5 of the RTI act, a public body shall keep its information updated. The same section of the act further states that a public body, as long as possible, shall update at least of twenty years old information. The act clearly indicates that the information updating should be conducted in timely manner to facilitate citizens' access on information.

It has been observed that the MTM is giving a considerable effort for updating and publication of information. The information regarding the budget and program, plan and project, reports (Annual progress reports, Trimester progress report, audit reports, monitoring report etc.), notices (public procurement/tender notice, tax discount notice, including important notice about earthquake reconstruction etc.), information about municipal decisions etc. has been updated and maintained as provisioned by RTI Act, 2007. Such information are updated both in hard copies and soft copies, and are updated in website. The information management system, however, were not up to the mark to address the prompt information delivery. Information Officer is the key responsible person to deliver the information demanded by the citizens and to be the direct contact person of citizen. The information officer in MTM is also the legal officer to deal with any legal issues and settlement of legal disputes aroused within the MTM and among the citizens. In an interaction phase in regards to implementation of RTI, Information officer (IO) claimed that information in MTM is maintained coinciding with the provisions of the RTI Act.

Statement of information officer (Translated in English)

“With the growing awareness among the citizens to their right to information as well as their expectation on prompt service delivery, we are somehow being pressurized to be updated regarding any sort of information that is related to the function of municipality. However, so far, despite using any advanced software, we have managed to update key information in the website, that citizen requires. Anyone can easily get the information that they require. We have our up-to-date web site, up-to-date citizen charter and up-to-date notice boards. We have even kept online forms such as vital registration forms such as birth certificate, death, marriage, migration certificate forms. But, we often have to respond to the service seeker face to face giving the same information. Almost all the general information regarding the services is covered in the citizen charter and other additional information are displayed in the premises which can be accessible as soon as one enters this office.” Keshab Silwal (Information Officer)

As claimed by the IO (and municipal officials), it has been observed that some information are displayed at the municipality premises to make accessible to the citizens. Some information boards were displayed at the service giving windows and kept in other places within the municipality premise, where the citizens could look them up, if that is of their interest. Some contingent information such as information for the earthquake¹² victims were displayed by preparing the stand boards (Annex IV), which contained the details of the facilitation and claims that the earthquake victims can get such as compensation amount to the victim or their family members and credit facilities for reconstruction of their homes/settlements.

The information which are not of contingent nature and that are related with the day to day services were displayed beside the service providing window where the service seekers queue up for receiving services, in related departments. A detailed information board was/is placed around the service giving window of the Tax-Sub Department (Annex V and VI) the board(s) contains minor details of fees and charges. It contained information regarding rate of tax, fees and charges for the ongoing fiscal year. It was reported that these board gets updated (fiscal) year-wise if there occurs any changes such as in fees, tax and charges. However, when

¹² There was deadly earthquake with the magnitude of 7.8 Richter Scale in Nepal in April 25, 2015 (followed by series of aftershocks onwards), which led to the death of around 9 thousand people making lot homeless with huge loss of other physical resources. Government brought different schemes to facilitate the earthquake victims and reconstruction of the settlements. These information were displayed by preparing a stand board in MTM premise which was not removed since 2015, and was believed to hold relevant information to the citizens as reconstruction process and facilitation were still in continuation.

enquired about the provision of RTI Act about updating information of twenty years old in MTM, municipal official were not certain of it.

Statement of one of the municipal official (Translated in English)

“To be frank enough, I am not sure enough that we can provide records of twenty years ago as soon as demanded. As we follow traditional record management system, it requires time to find locate those records. The records are managed by individual department. So far there has been no any formal preparation to arrange records of twenty years old since I am being posted here. But I am quite positive that the records are not misplaced, just it requires time to locate promptly. Now onwards the officials are concerned with the records as it has been directed that the informations about the municipality, as far as practicable, should be maintained in soft copies and updated in the website on regular and timely basis. A person with access to internet can have prompt access to information.” Told one of the municipal official during an interaction.

Publication of information by public bodies is an obligatory provision under Section 5(3) of the RTI Act. According to it a public body shall enlist and publish the information such as structure and nature of the body, functions, duties and powers of the body, number of employees and working details of the body, service to be rendered by the body, branch and responsible officer of the service providing body, fee and time limit required for the body, decision making process and authority, authority to hear appeal against decision, description and functions performed, including the updated description of income, expenditures, and financial transaction and other particulars as prescribed.

During the assessment of the performance of these provisions of RTI Act, it was observed that MTM is in fair compliance with these provisions. Such information were, also, prepared and displayed in the Citizen Charter (CC, as in Annex VII) in the premise of MTM office. CC is considered as the forerunner of the right to information. CC (Annex VII) contains the details of services rendered from the municipality, the process to be followed, and officials responsible for the services and required charges and fees to render the services. Citizen wishing to know such information could read out from the CC, as soon as he/she enters the premise, and gain all the information regarding the various services. An updated file of CC, detailing the municipal services, is also available MTM website whereby a person having access and used to internet can dwell upon the general information about the municipal services and functions and all other information.

Citizen Charter is often considered as the forerunner of the right to information. Two measures-1) the way information displayed in CC, and 2) the extent of information disclosed in CC or (hoarding) boards etc., were used in the questionnaire to understand citizens' evaluation of information disclosure at MTM. It was found that the rating on both the measures were good in general.

Table 4.6: Citizen's rating¹³ for information disclosure

Q. In general, how do you rate the following in your municipality?	Good (%)	Bad (%)
A)The way information displayed in Citizen Charter (CC)	79	21
B)The extent of information disclosure (CC, hoarding board, website etc)	63	37

(Source: Field Survey, 2016; n=59)

Table showed that majority of the respondents provided the view that the information disclosure in MTM is good. 79% of the respondents rated that the way information displayed in CC is good while 63% said that the same in regards to the extent of information disclosure in MTM.

4.3.2 Proactive Disclosure of Information

According to Section 5(3) of RTI Act, 2007, public body shall have to update and publish the information in every three months. This provision obliges the public body to disclose the information proactively. It was reported and observed that MTM, in most of the case, regularly updates its progress reports within the stipulated time, especially in trimester basis. Some other information regarding the municipality, which are mostly of contingent nature events, functions as well as important notices etc. are also made public through local FM radio. MTM was running the FM program in its own production, broadcasting one hour program named 'Madhyapur Thimi Hamro Sampati' (Madhyapur Thimi Our Property) from 7 to 8 pm (local time, 5:45 GMT) on each Thursday. It was reported that the most notices and updates about the municipal functions would be disseminated through this radio program to make aware to the citizens.

¹³ Note: The views from the respondents were collected in 6 scale measurement; Very Bad -1, Bad -2, Neither Bad nor Good -3, Good -4, Very Good -5, and Don't Know-9. This scale is further recoded into 2 scale measurement as; Very Bad -1, Bad -2 = 2 (Bad) and Very Good + Good = 1 (Good).

4.4 Citizen's awareness and access to information in MTM

4.4.1 Awareness of RTI in MTM

Citizens' awareness regarding the right to information was tried to assessed, with a separate question, posed immediately after their demographic information. To capture the extent of awareness, respondents were provided with every possible response options – often, sometimes, rare, or never. The following table represents the survey result showing frequency and percentage of respondents who heard about RTI.

Table 4.7: Frequency of the respondents who have heard about the RTI

Q. Have you heard about Right to Information?							
Respondents' Opinion		Yes			Total (Yes)	No Never	Total
		Often	Sometimes	Rarely			
Awareness of RTI	Percentage (%)	58.8	12.5	2.5	73.8	26.3	100
	Frequency (Total/n)	47	10	2	59	21	80

(Source: Field Survey, 2016; n=80)

Table above shows that out of 80 sample of respondents, majority of the respondents 59 (73.8%) have heard about the Right to Information either often, sometimes or rarely. 58.8% of respondent have often heard about the right to information, 12.5% of the respondent have heard sometimes, 2.5% have rarely heard about it while 26.3% had never heard about the right to information. This indicated that there is fair awareness in the MTM about the RTI as majority of the respondents have heard about it; be it often, sometimes or rarely.

MTM is a one of the older municipality in the Kathmandu Valley, the capital of Nepal, which is also a cent percent literacy rate declared municipality. This town is inhabited with the migrated residents from different parts of the country probably dominating the original residents known as Newar¹⁴. The adjacent location of the municipality to the Capital city and the demographics may be the factor leading to the satisfactory awareness of the RTI in MTM.

The extent of awareness of the respondents is cross tabulated with their demographic characteristics mainly with age, gender, education, and occupational status as well as sector

¹⁴ Newar refers to the historical inhabitants of the Kathmandu Valley and its surrounding areas in Nepal, and the creators of its historic heritage and civilization. Newars form a linguistic and cultural community of primarily Indo-Aryan and Tibeto-Burman ethnicities following Hinduism and Buddhism with 'Nepal Bhasa' as their common language. (Source: Wikipedia).

(Annex VIII; Table A1-A6). It revealed that younger people (16-40) are more aware of the RTI rather than older people (40 above). To be more specific, among these age group, citizen of the age group (20-29) are comparatively more aware followed by the age group 30-39 and then 16-19. Similarly, it also revealed that there was not much difference on awareness of RTI as gender wise. The survey showed that 20.9 % of the male have not heard about the RTI and this in case of female was 32.4%. The survey also showed that higher the level of education higher is awareness of RTI. Similarly, in case of occupational status of respondents, it showed that the unemployed as well as the retired persons are more aware of the RTI followed by working group respondents. However, those who were self-employed also comparatively less aware of the RTI, however, in case of students the result lied in the fifty-fifty.

4.4.1.1 Sources of Information about the RTI

There has been significant effort from the government side, particularly from the NIC, executive body for monitoring, promotion and protection of citizens' right to information. A number of awareness program has been conducted from government side along with the involvement of non-governmental sectors. Similarly, off late a number of civil society organization including the community based organization are showing interest in promoting right to information ensure the accountability and transparency in local bodies where a large sum of program funds are allocated. Based on this the probable prime sources of information about the RTI were assessed.

The sources of information about the RTI was assessed from the respondents who heard about it either- often, sometimes or rarely. As mentioned earlier, the respondents who never heard about RTI were insisted not to engage with the further questions in the questionnaire. So, the data presentation and analysis ahead, exploring the status of implementation of RTI, represents the opinion of the respondents (59) who have heard about the RTI. Those who were aware of the RTI were provided a multiple response question about the sources of RTI, and the result is presented in the Table 4.8.

Table 4.8: Sources of information about the RTI

Q. How did you heard or learnt about RTI?		
Source of Information (Multiple Response)	Frequency	Percent (%)
Radio/TV/News/Print Media	52	88.1
Internet	32	54.2
NGOs/CBOs/CSOs	22	37.3
Social events/Public meeting	23	39
Public Officials	17	28.8
Family and Friends	36	61
Others	2	3.2

(Source: Field Survey, 2016; n=59)

Table shows the source/medium through which the respondents came to know about the RTI. It indicated that radio, TV, News and print media are the prime source for this information. Maximum respondents (88.1%) selected Radio/TV/News/Print Media as their source of information followed by 61% through family and friends, and 54.2% from internet. Likewise, other stronger source of information are social events/public meetings (39%), NGOs/CSOs/CBOs (37.3%), and public officials (28.8%). Some respondents also mentioned the other sources of information of RTI such as training and orientation and course books.

One of the reason behind Radio/TV/News and print media being the prime source for RTI awareness among the respondents may be linked with the recent earthquake hit in Nepal. During or after this devastation large sum of assistance and foreign donation flew to the country for resettlement and reconstruction purpose. Medias were heating the issues of piling up of, and mismanagement of such funds. Meanwhile, CSOs and I/NGOs were showing dire concerns to make such funds transparent often making use of this legislation. Likewise, such information were hovering in the social media which may be the reason behind internet being the reason for selection of respondents as a significant source of information on RTI.

4.4.1.2 Knowing about the RTI

The level of awareness among those who claimed that they have heard about the RTI was assessed by providing them the statements regarding the RTI facts. The right to information is a human right and is protected as a fundamental right of Nepalese citizens in the constitution. With this right Nepalese citizen can get information from public bodies. The RTI Act, 2007 is formulated to guarantee this right. Citizens need to understand these

arrangements in order to exercise their right. The table below shows the survey result depicting that those who have heard about RTI has fair understanding about the RTI.

Table 4.9: Knowledge about the RTI¹⁵

Q. You are going to read some statements regarding the right to information. [Please tick (v) in the appropriate box in the right side that matches your views]		Agreed (%)	Disagreed (%)
A	Right to information is a fundamental right of a citizen	100	0
B	Right to information is a human right	89	11
C	Right to information is a right to get information from public bodies	100	0
D	There is "Right to Information Act" in Nepal	98	2

(Source: Field Survey, 2016; n=59)

The table exposed that citizens who have heard about the right to information have sound understanding about the RTI. All the respondents reported that the right to information is the fundamental right and it is the right to get information from public bodies. Few respondents (11%) disagreed that RTI is a human right. Probably the respondents who have rarely heard about the RTI are not certain that the RTI is a human Right. Similarly, very few (2%) of the respondents disagreed or were not sure that there is Right to Information Act in Nepal. This table indicated that respondents who have heard about the right to information knew about the RTI facts in general.

4.4.1.3 Understanding about the Usage of RTI

Knowing about right to information is not enough for proper practice of RTI and gaining access to information in some cases. People need to understand what they can do by using or exercising their right to information. The need to know how to secure their rights. They need to understand about what sort of information they can get by using the right to information and how they can demand and gain access to such information formally. The RTIA, 2007 has given the right to people to demand information of their personal or public interest from any public bodies. For this they have to submit the written application and they can lodge complaint if they do not get the demanded information as per their application. People were asked to opine on the same provision/issues as in the table below:

¹⁵ Note: The views of the respondents were taken in 3 scale measurement. 1-Yes, 2-No, and 9-Not Sure. This scale is further recoded in which Yes = Agreed, and No + Not Sure = Disagreed.

Table 4.10: Understanding the usage of RTI¹⁶

Q. In your opinion, what you (or any other citizen) can do by using (or exercising) the right to information?	Agreed (%)	Disagreed (%)
A Can demand information of personal interest from any public bodies	85	15
B Can demand information that is of public interest from any public bodies	100	0
C Can demand information by submitting an application	98	2
D Can lodge a complaint if I do not get the demanded information	96	4

(Source: Field Survey, 2016; n=59)

The table above revealed that the respondents (100%) are clear that they can demand information that is of public interest from any public bodies. They (98%) also knew that they can demand information by submitting an application and can lodge complaint if they do not get the demanded information. In contrast, some respondents (15%) were not quite clear that they can demand information of their personal interest also. Section 3 and Section 30 has empowered Nepalese citizens to gain access to information of public concern as well as information of their personal interest. However, this indicated that the respondents who knew about the RTI have fair understanding on the usage of RTI and process to demand information from public bodies.

4.4.1.4 Understanding the Responsibility of Public Body

One of objectives of the right to information legislation is to create an informed citizenry by making citizens' access to information simple and easy from government bodies. For this the RTI Act, 2007 in its Section 4 has mentioned about the responsibilities of public bodies such as to make citizens access to information simple and easy, to update information broadcast and make them public, conduct its function transparently and train its staff. An attempt was made to know citizens' opinion/expectations in regards to this responsibility of public bodies.

Table 4.11: Opinion on the responsibilities of Public Bodies^{16b}

Q. In your opinion, what is (or may be) the responsibility of public bodies to facilitate your access to information?	Agreed (%)	Disagreed (%)
A To update information, publish and broadcast, and make them public	100	0
B To make the citizens' access to information simple and easy	100	0
C To conduct its functions openly and transparently	100	0
D To provide appropriate training and orientation to its staffs	96	4

(Source: Field Survey, 2016; n=59)

¹⁶ & ^{16b} Note: The opinion of the respondents were taken in 3 scale measurement. 1-Yes, 2-No, and 9-Not Sure. This scale is further recoded in which Yes = Agreed, and No = Disagreed.

The table above shows that all the respondents agreed that the responsibility of public body is to make information public, to make citizens access to information simple and easy and to conduct its functions openly and transparently. Few respondents disagreed on the fact that the responsibility of the public body is to provide training and orientation to its staff. This also indicated that people have more expectancy about the public bodies to facilitate their access to information.

4.4.2 Access to information in MTM

Section 7 of RTIA has provisioned the process of acquiring information. A Nepali citizen, who is interested to obtain information under this Act, shall submit an application before concerned Information Officer by stating reason to receive such information (Section 7, RTIA 2007). As per the section 7 of the RTI act, an application (Annex IX) was filed in MTM to know the citizen access to information and to examine the process and status. The application was duly received and response (demanded information) was gained within stipulated time. It was observed from the acquired information that the volume of written application filed was very low. However, those information demanded were provided within the prescribed time though not immediately.

<i>Applicants received the information on time</i>
<i>The filing of written application (as per Annex VII) for the purpose of this study revealed that there were very few written applications for demanding information in the MTM. However those applications were duly received and information were provided within the time. There was record of application received and information provided.</i>
<i>Out of four cases of written application in this fiscal year two (including this application) were submitted for study purpose. One application was submitted in order to know the process of gaining the lost Citizenship card. Another two application were filed by organizations.</i>
<i>CCRI (an NGO dedicated for the promotion, protection and implementation of Right to Information laws) filed an application in order to know the compliance of RTIA in MTM. Another two application were from the private sector.</i>
<i>Another application in MTM was submitted by one of the private school in MTM. That school submitted the application to know either another private school which shifted from Bhaktapur Municipality to MTM has fulfilled the necessary documents in the municipality or not.</i>
<i>All these information were provided within the stipulated time and were officially recorded.</i>

The information to the demanders were provided as in prescribed manner within the 15 days of the submission of application. There has been no any incidence of the information that has not been able to provide and also no any such incidence of complaint lodged to the chief (CEO) of the municipality for not getting the demanded information. It has also been noticed that information demanded on written forms were filed by individuals who were mainly academics/students and individuals from private sector.

4.4.2.1 Purpose of Seeking Information from the Municipality

In order to understand citizens' purpose of asking information at the local level, an open ended question was asked. Various purpose were reported in the questionnaire. It has been observed that people's first contact point has been local agency i.e. municipality for any sort of information, until and unless they know the exact source or government body to search information of their need.

It has been reported that citizen seeks information for the purpose of knowing about taxes (house, land and business taxes); enquire about approval of residential house, drainage system, to know about license making process as well as passport making process; to understand about the allocated budget in order to keep roads of municipality in managed way. Some of them have also reported that the purpose was to know about the registration process for establishing local enterprises, to follow the procedure to sell land, to issue and re-issue 'lalpurja' (which is bill book) of land.

4.4.2.2 Reasons of not gaining the Information

Section 7(3) of the RTI Act mentions that if information cannot be provided immediately then officials (Information Officer in case of written demand on information) should instantly give a notice with a reason. Another open ended question was asked in order to understand if there is denial of information, and how citizen react toward the denial of information. It was observed that there is less case of not receiving the information. However, some respondent mentioned the reason that they themselves didn't follow back for the demanded information having felt that the process was lengthy. As per the provision of the RTI Act, the information demanded by the person can be provided within the fifteen days, if cannot be provided immediately. This might be the reason behind this respondents' indication of lengthy process.

4.4.3 Opinion on the Aim of the RTI Act

The aim of the RTI Act, 2007 is to make the public body open and transparent and make public officials accountable to the citizens. Further the RTI Act was enacted to enhance the public service delivery as per the citizens' expectancy and to reduce corruption and other malpractices in the government bodies. The table below represents citizens' opinion in regards to the aim of RTI Act.

Table 4.12: Opinion on the aim of RTI Act¹⁷

Q. What do you think the right to information is aiming at?		Agreed (%)	Disagreed (%)
A	Making public body open and transparent	92	8
B	Making public officials accountable to citizen	92	8
C	Reducing corruption and mal-practices	85	15
D	Enhancing service delivery	92	8

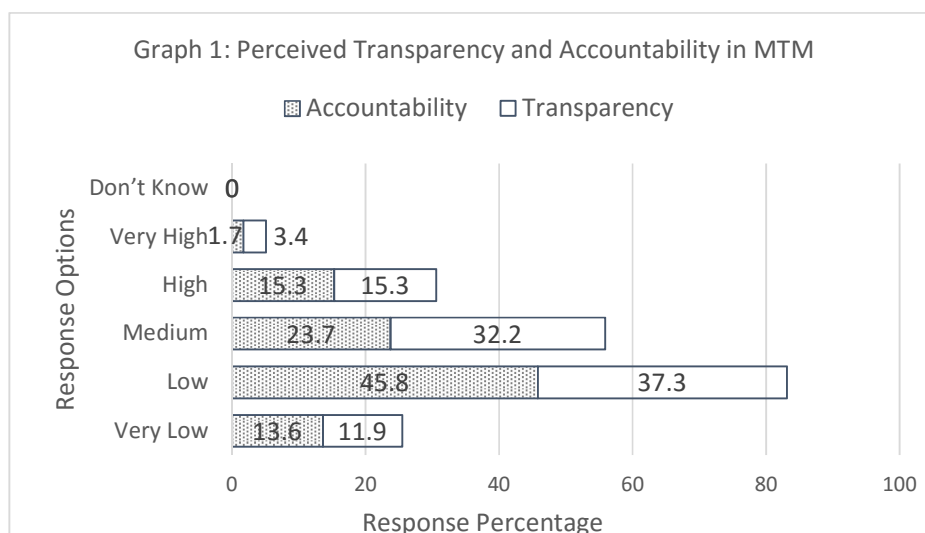
(Source: Field Survey, 2016; n=59)

The table above shows that most of the respondents opined positively toward the aim of the RTI Act. There was slight deviation in the peoples response in case of the reducing corruption and malpractices in which 15% of the respondent disagreed. This indicates that respondents were bit skeptic that RTI Act aims to reduce corruption and mal-practices in public bodies.

4.4.4 Perceived Transparency and Accountability in MTM

There is wide acceptance that implementation of RTI often leads to increased transparency and accountability in public bodies. Respondents were asked to rate on the transparency and accountability in MTM. It indicated that the accountability and transparency in MTM was yet not up to the mark as per the citizens' expectation. Majority of the respondents have perceived these phenomena below medium as depicted in the following graph.

¹⁷ Note: The opinion from the respondents were collected in 5 scale measurement; Strongly Disagree -1, Quite Disagree -2, Partly Agree -3, Strongly Agree -4, and Don't Know-5. This scale is further recoded into 2 scale measurement as; Strongly Disagree+ Quite Disagree + Don't Know = 2 (Disagreed) and Partly Agree + Strongly Agree=1(Agreed).



Graph 1 represents the citizens' perception on transparency and accountability in MTM. Majority of the respondents perceived that both accountability (45.8%) and transparency (37.3%) is low in MTM, followed respectively by medium, high, very low, and very high ratings. These response were further allocated into two responses to reveal the difference in ratings.

Table 4.13: Citizens rating on accountability and transparency in MTM¹⁸

Q. To what extent do you consider the governance of/at your municipality in terms of following measures?		High (%)	Low (%)
A	Accountability (answerability of officials toward citizen)	41	59
B	Transparency (releasing information in open manner)	51	49

(Source: Field Survey, 2016; n=59)

Table above reveals that citizens have mixed ratings to accountability and transparency of their municipality. 41% of the respondents have rated that the accountability is high while 59% have rated it is low. Similarly, in case of accountability, 51% have rated high while 49% have rated low. This implied that citizens believe their municipality (MTM) releases information in open manner while most of them insisted that answerability of officials toward citizen is low in general.

¹⁸ Note: The opinion from the respondents were collected in 5 scale measurement; Very Low -1, Low -2, Medium -3, High -4, Very High -5, and Don't Know-9. This scale is further recoded into 2 scale measurement as; Very Low + Low = 2 (Low) and Medium + High + Very High =1 (High).

4.5 Factors affecting Implementation of RTI in MTM

4.5.1 Organizational Process

Organizational process in implementing RTI referred in this study was both internal and external process, and employee response. Internal process of public body was operationalized as the arrangement done by the organization or public body to facilitate citizens' access to information. Employee response referred to the responsiveness, willingness and expertise to deliver information demanded. And, external process referred to factor hampering to access to information from the organization such as due to language spoken, requirement of personal connections, and formality such as written application.

4.5.1.1 Internal Process

Internal process in implementing RTI refers to the necessary arrangements made by public body to fulfill the objectives set under this Act. Opinion on internal process was assessed in this survey in regards to some indicators such as ease of access to information; extent of information disclosure; relevancy of disclosed information; regularity of information disclosure; and timely updating of information. Following table represents the respondent's opinion on internal process.

Table 4.14: Opinion on internal process¹⁹ of MTM

Q. Please give the answer of the following questions by giving a tick (✓) mark below the appropriate option		Agreed (%)	Disagreed (%)
A	Do you have easy access to information available at municipality?	67	33
B	Do you think that there is enough disclosure (publicity) of information in your municipality?	69	31
C	Do you find information disclosed in the municipality premises relevant to you?	78	22
D	Do you think that municipality disseminates information on a regular (timely) basis?	64	36
E	Do you think that your municipality update information (for e.g. in its website)?	65	37

(Source: Field Survey, 2016; n=59)

¹⁹ Note: The opinion from the respondents were collected in 5 scale measurement; Yes, Often -1, Yes, sometimes -2, Yes, rarely -3, No, Never -4, and Don't Know-9. This scale is further recoded into 2 scale measurement as; Yes (Often, Sometimes, Rarely) = 1 (Agreed) and No, Never =2 (Disagreed).

Table above depicted that most respondents agreed on each of the measures of internal process in MTM. 67% of the respondents reported that they have easy access to the information from the municipality. Similarly 69% of the respondents agreed that there is enough disclosure of information in MTM. 78% of the respondents opined that they the disclosed information in the municipality is relevant to them. Likewise, 64/65% of the respondents think that there is regular dissemination and updating of information in the MTM.

In order to find out the association between the internal process and implementation issues of RTI, cross tabulation²⁰ was performed. The cross tabulation showed that Internal process matters for implementation of RTI. The result is depicted in the table below:

Table 4.15: Cross tabulation: Internal process and RTI implementation

Categories		Internal Process		Total (%)	Chi Square Test	
		Agree (%)	Disagree (%)		Value	Sig. ²¹
Implementation	Agree (%)	78.9	0	71.4	5.526	.019
	Disagree (%)	21.1	100	28.6		
	Total (%)	100	100	100		

(Source: Field Survey, 2016; n=59)

The table above shows the result of cross tabulation between respondents opinion on internal process and RTI implementation issues. The Chi Square Test (Value 5.526 and p=.019) indicate that there exist strong relationship between these variables and are statistically significant at 0.05. This [0.19] level of significance between these variables indicates that internal process matters for implementation of RTI Act. However, looking at the agreed (78.9%) and disagreed (100%) responses in the central of the table, it can be interpreted as there seems to be narrow acceptance among the respondents that there is ease of access, enough publicity of information and disclosure of relevant information in MTM. There is not much difference between agreeing (78.9%) and disagreeing (100%) responses.

²⁰ Cross tabulation was done between the dependent variable independent variables by recoding all the variables into two scales (Agree and Disagree). Variables like knowledge on RTI, understanding about the usage of RTI, Understanding responsibilities of public bodies, opinion on aim of RTI act and perception on transparency and accountability were recoded into two scale as dependent variable- RTI implementation. Similarly, all the variables in the internal process were recoded into two scale (Agree and Disagree) and then cross tab was performed to see either independent variables matters or not. All other cross tab to find such relationship between dependent and independent variables done in the same way.

²¹ Sig. refers to level of significance. The level of significance in case of (Pearson's) Chi Square test in this study (or elsewhere) is assumed to be 0.05 i.e, with 95% confidence level. Also, Asymptotic Significance (2-sided) is considered in this study.

Thus, while considering the level of significance [0.019] in Chi Square Test, it indicates that internal process in MTM is playing significant role for implementation of RTI Act.

4.5.1.2 Barriers to Access

Case studies in various countries revealed that Implementation of RTI is often hampered because of some of the factors that are external to the organization such as the language problem, presence of informal network, personal connection and formality such as submitting and application to demand information. Nepal is a country where there is 125 ethnic groups and 123 languages spoken by them. Similarly, it is often believed that public service delivery is mostly affected by presence of informal networks, personal connection (Bhansun) and formalities in public offices. Moreover, public bodies are often blamed for adopting culture of secrecy. With this backdrop, in order to assess either these factors affects implementation of RTI, some questions were posed in the questionnaire to reveal either these factors are hampering citizens' access to information. The result is depicted in the table below:

Table 4.16: Barrier to access to information in MTM²²

Q. Is your access to information (at/from municipality) hampered because of any of the following?		Agreed (%)	Disagree (%)
A	Because of language difference/problem	49	51
B	Because of informal network (dalal, middleman etc)	75	25
C	Because personal connection (bhansun/source-force)	80	20
D	Formality (e.g writing/ submitting application)	69	31

(Source: Field Survey, 2016; n=59)

Table above shows that citizens' access to information is not much hampered by language difference. 49% of the respondents opined that their access is sometimes where as 51% disagreed that the access is not hampered due to the language problem. MTM was originally a *Newari*²³ community and it is uncommon to gain this ratio of respondent to agree (49%) and disagree (51%), however, the population in the area is mixed due to migration (from different

²² Note: The opinion from the respondents were collected in 5 scale measurement; Yes, Often -1, Yes, Sometimes -2, Yes, rarely -3, No, Never -4, and Don't Know-9. This scale is further recoded into 2 scale measurement as; Yes (Often, Sometimes, Rarely) = 1 (Agreed) and No, Never = 2 (Disagreed).

²³ Newar refers to the historical inhabitants of the Kathmandu Valley and its surrounding areas in Nepal, and the creators of its historic heritage and civilization. Newars form a linguistic and cultural community of primarily Indo-Aryan and Tibeto-Burman ethnicities following Hinduism and Buddhism with 'Nepal Bhasa' as their common language.

part of the country) since 1990, and this may be the reason that there is not much language problem for accessing information.

However, the above table indicted that respondents, in other cases, mostly opined that the presence of informal networks, personnel connection, and formality (submitting application) hampers for accessing information. Most respondents opined that personal connection is acting as a barrier for access to information as opined by majority (80%) of the respondents.

However, the cross tabulation performed between these variables: Barrier to access and RTI implementation, depicted that there is not much strong association among them as depicted in the table below:

Table 4.17: Cross tabulation: Barrier to access to information and RTI implementation

Categories		Barriers to Access		Total (%)	Chi Square Test	
		Agree (%)	Disagree (%)		Value	Sig.
Implementation	Agree (%)	77.3	75	76.7	.017	.896
	Disagree (%)	22.7	25	23.3		
Total (%)		100	100	100		

(Source: Field Survey, 2016; n=59)

The Chi Square test in the above table demonstrates that $p = 0.896$ (>0.05) insisting that there is not a strong relationship between barriers to access to information variables and RTI implementation. 77.3% of the respondents agreed that there is barrier to access to information in regards to implementation of RTI in MTM while 75% disagreed, which is not that much difference. However, if we consider the overall agreed (77.3%) and disagreed (25%), then it insists that there is barrier to access such as language difficulty, personnel connection etc. for implementation of RTI in MTM, though statistically insignificant [.896].

Language Problem
<p><i>Mr. K.C (First name hidden), while assisted in filling the questionnaire, exclaimed stating “Language problem is often a major barrier in this municipality as most of the employees are ‘Newar’. While we are on the queue they [employee] talk each other in ‘Newari’ inside the room. They rarely response orally while we ask either there is the problem with our documentation, people in the queue also don’t get any idea why their task get halt inside”</i></p>

4.5.1.3 Employee Response

As informed by the theoretical literature bureaucratic will/interest are important factors affecting implementation of policies. RTI Act is a policy that requires public officials to deliver the information as required by the citizens. Respondents' opinion in general were assessed to understand the response, willingness and expertise of municipal officials in delivering the information as per the direction of the RTI Act. The respondents' opinion is presented in the table below:

Table 4.18: Opinion on Employee response²⁴

13. What do you think about the following statements? In General, municipal officials.....		Agreed (%)	Disagreed (%)
A	Are responsive enough toward your query	36	64
B	Have willingness to provide information	37	63
C	Have expertise to provide demanded information	50	50

(Source: Field Survey, 2016; n=59)

Table above represents the respondents view towards the municipal officials. Only 36% of the respondents (64%) viewed that the municipal official are responsive enough toward their query and 37% opined that they have wiliness to provide information. Similarly, 50% of the respondent believe that municipal employees have expertise to provide the demanded information.

The table below shows the cross tabulation between this independent variables and dependent variable which indicated that there is not much strong relationship between them.

Table 4.19: Cross tabulation: Employee response and RTI Implementation

Categories		Employee Response		Total (%)	Chi Square Test	
		Agree (%)	Disagree (%)		Value	Sig.
Implementation Issue	Agree (%)	85.7	66.7	75.9	1.435	.231
	Disagree (%)	14.3	33.3	24.1		
	Total (%)	100	100	100		

(Source: Field Survey, 2016; n=59)

The table above shows that there is not strong statistical relationship between employee response and implementation of RTI (as significance level is .231>0.05). This indicates that

²⁴ Note: The opinion from the respondents were collected in 5 scale measurement; Strongly Disagree -1, Quite Disagree -2, Partly Agree -3, Strongly Agree -4, and Don't Know-5. This scale is further recoded into 2 scale measurement as; and Partly Agree + Strongly Agree=1(Agreed), and Strongly Disagree+ Quite Disagree = 2 (Disagreed).

employee response is not much influencing factor for implementation of RTI in MTM. However, this can also be interpreted that employee response is not as per the expectation of respondents by looking the percentage of respondents who agreed (55%) and disagreed (71%). Respondents, in general, seemed to be holding the belief that employees are not responsive enough and not quite willing for delivering information needs.

4.5.2 Target Group Behavior (Demographic characteristics)

Target groups of the policy are considered as the front liners in policy implementation. According to Winter (2003) target group of the RTI plays important role in implementing policies. The target group behavior in implementing RTI in MTM was tried to assess from their willingness to be informed about the municipal functions such as open budget session²⁵, as well as willingness to use/exercise this right, and making other aware about the right.

The survey depicted the following results in regards to citizens' awareness and participation in the open budget meeting at ward level in MTM.

Table 4.20: Awareness about the open budget session

Question	Response	Frequency	Percent (%)
Have you heard about Open Budget Meeting in your municipality?	Yes	26	44.1
	No	33	55.9
	Total	59	100

(Source: Field Survey, 2016; n=59)

Table above shows that out of 59 respondents only 26 (44.1%) were aware of the open budget session in their ward, and 33 (55.9%) have never heard about it. However, though few were aware of the meeting, this is considerable awareness about open budget session as it occurs yearly at the beginning of the fiscal year and mostly people who are concerned about the budget are more likely to hear it. Most of them who had heard about the session were sometimes participation in the session.

²⁵ Open budget session refers to the ward level meeting in the municipality during the planning (budgeting) process at the beginning of the fiscal year. Municipality conducts the open budget meeting in ward level where every member of the society can participate to discuss on the budget issues and be informed about municipal decisions.

Table 4.21: Frequency of participation in open budget session

Q. Have you ever participated in that session/meeting?						
Respondents' Opinion		Yes			No	Total
		Often	Sometimes	Rarely	Never	
Participation in meeting	Percentage (%)	26.9	30.8	23.1	19.2	100
	Frequency (Total/n)	7	8	6	5	26

(Source: Field Survey, 2016; n=26)

Table shows that most of the respondents (30.8%), who have heard about the open budget session, have participated 'sometimes' in it. 26.9% of them have participated 'often' in ward level meeting to be informed about the municipal decision in budget formulation. Likewise, 23.1% have rarely participated and 19.2% have only heard about it but never participated. Those who are aware of the open budget session were willing to participate to be informed about important municipal decisions like budget formulation process.

Beside this, target group behavior toward the RTI was assessed in regards citizens support toward the RTI, either they find this right useful, show tendency to exercise it, and make other aware of it or not. In general, respondents gave positive views in these measures of assessment. The result is shown in the table below:

Table 4.22: Support for the RTI Act²⁶

Q. At last, what is your general opinion regarding the right to information (RTI)?		Agreed (%)	Disagreed (%)	Total
A	Do you think that RTI is useful?	92	8	100 %
B	Do you show tendency to use/exercise your RTI?	85	15	
C	Will you (willingly) make other aware to their RTI?	93	7	
Total		83	17	

(Source: Field Survey, 2016; n=59)

Table shows that respondents were positive about the RTI as 83%, in total, agreed that RTI was useful to them, they show tendency to exercise and they will make other aware of it. 92% said that RTI is useful to them, 93% reported that they willingly make other aware about it, and 85% of the respondents said that they show tendency to use RTI. It was hypothesized

²⁶ Note: The opinion from the respondents were collected in 5 scale measurement; Yes, Often -1, Yes, sometimes -2, Yes, rarely -3, No, Never -4, and Don't Know-9. This scale is further recoded into 2 scale measurement as; Yes (Often, Sometimes, Rarely) = 1 (Agreed) and No, Never =2 (Disagreed).

that the citizens' tendency to exercise RTI may be related to their demographic characteristics.

4.5.2.1 Testing of hypothesis

To find out the relationship between demographic characteristics of citizens' and their tendency to exercise the right to information, Pearson Chi square test (non-parametric test)²⁷ was done in (assumption of) significance level 0.05 or with the 95% confidence level. The tested of significance between these demographic characteristics are briefly concluded below.

1) Occupational status and tendency to exercise RTI

H0: There is no significant relation between occupational status and tendency to exercise RTI

H1: There is significant relation between occupational status and tendency to exercise RTI

Table 4.23: Chi Square Test – Occupational Status and Tendency to exercise RTI

Non parametric test	Level of significance	P value	Conclusion
Pearson Chi square Test	0.05	0.015	Reject H0 (Since $0.015 < 0.05$) Accept H1 (Since $0.015 < 0.05$)

The above table shows the Chi-square test done In order to find out the relationship between occupational status and tendency to exercise RTI. It can be seen that the p-value is 0.015, which is less than the significance level 0.05. Hence, this means that there exists a significant relation between occupational status and tendency to use RTI. Those who are working – either in private firm or public sector or NGO/INGO/CSO or working in other sector are more likely to use or exercise RTI.

2) Gender and tendency to exercise RTI

H0: There is no significant relation between gender and tendency to exercise RTI

H1: There is significant relation between gender and tendency to exercise RTI.

Table 4.24: Chi Square – Gender and Tendency to exercise RTI

Non parametric test	Level of significance	P value	Conclusion
Pearson Chi square Test	0.05	0.290	Reject H1 (Since $0.290 > 0.05$) Accept H0 (Since $0.290 > 0.05$)

²⁷ Nonparametric statistics refer to a statistical method wherein the data is not required to fit a normal distribution. Nonparametric statistics uses data that is often ordinal, meaning it does not rely on numbers, but rather a ranking or order of sorts (Source: Investopedia.com)

In order to test the hypothesis between gender and tendency to exercise RTI, Chi-square test was done. From the above table it can be seen that the p-value is 0.290, which is more than the significance level 0.05. Hence, this insisted that there exists no significant relation between gender and tendency to use RTI.

3) Education and tendency to exercise RTI

H0: There is no significant relation between Education and tendency to exercise RTI

H1: There is significant relation between Education and tendency to exercise RTI

Table 4.25: Chi Square – Education and Tendency to exercise RTI

Non parametric test	Level of significance	P value	Conclusion
Pearson Chi square Test	0.05	0.025	Reject H0 (Since $0.025 < 0.05$) Accept H1 (Since $0.025 < 0.05$)

The table above shows that the p-value is 0.025, which is less than the significance level 0.05. Hence, this indicated that there exists significant relation between level of education and tendency to use RTI. Higher the educational level, higher is the tendency to use this right.

This test of significance between the demographic characteristic of respondents and their tendency to exercise RTI led to the conclusion that there is no significant relationship between gender and tendency to exercise RTI. However, the relationship between other two characteristics -occupation and education with tendency to exercise RTI is significant. It showed education and occupation matters for using RTI. Those who are working tend to exercise the right to information. And, also higher the education higher is the tendency to exercise RTI.

Demographic characteristics of citizens (age, gender, occupation and education), were further cross tabulated to see the relationship with the implementation issues of RTI (Annex IX: Table C1-C4). The survey result showed that there is not much strong relationship between them in overall. However, it indicated that age factor, comparatively, matters for implementation of RTI than other demographic factors (gender, occupation and education) considered for this study. The cross tabulation showed that the age factor have relatively stronger statistical relation ($p=0.55$) at significance 0.05 comparative to those of other demographic factors (Annex IX).

4.6 Chapter Conclusion

This chapter presented and analyzed the data collected for the study. It began with the introduction of the demographic distribution of the respondents for the study. It presented the data giving reflection of the dependent and independent variables of the study along with establishing/exploring relationship between these variables. The analysis indicated that internal process, among all, is significantly influencing the RTI implementation in MTM. Next chapter provides the findings, summary and conclusion of the study.

Chapter 5

Summary: Findings and Conclusion

5.1 Introduction

The analysis of the study was based on mixed approach, combining both the qualitative and quantitative technique, as far as practicable. The data were collected through interactions/interviews and observation along with the questionnaire survey as the major instrumentation for the study. Questionnaire was designed with the Likert Scaling, which were mostly self-administered by the respondents. The internal consistency of the questionnaire survey was tested with Cronbach's Alpha and modified after the pre-testing and before taking the actual data input from respondents. The data-input from the respondents (general citizens) were mainly analyzed by using the SPSS. Analysis was primarily carried out in frequency, percentage, and cross tabulation to examine the relationship between dependent and independent variables derived from the literature review.

The theoretical perspective was based on the literature review, review of related studies and review of theoretical literature on implementation. The review of related studies revealed that the study of implementation of RTI at the local level was largely unexplored. To explore its status of implementation literature on implementation within the domain of public policy were reviewed and Winter's Integrated Implementation Model provided the necessary framework for the study.

The dependent variable was the performance of the RTI Act mainly in terms of dissemination of information as well as citizens' awareness and access to those information. The study also tried to touch the outcome level of the RTI Act assessing perceived transparency and accountability in MTM.

RTI legislation being the welfare policy formulated and promulgated solely targeting the citizens, it was necessary to explore the status of implementation by attempting to analyze the opinion of target population (citizens) towards the Act. The target group behavior and organizational behavior (process) was taken as the independent variable that would probably affect the implementation performance. Target group behavior was assessed in relation to their demographic characteristics particularly age, gender, education and occupational status. Another variable that would influence the implementation performance was

organizational process which was measured broadly in terms of internal process, employee response and barriers to access (external process). Internal process was further measured in terms of ease of access to information in MTM, the extent of information disclosed in MTM, and regularity and timeliness of information updating and publication. Likewise employee response was tried to examine from responsiveness toward citizens query and willingness and expertise to deliver information. Similarly, barrier to access to information in MTM was measured in terms of some external factors such as language problem, presence of informal networks such as middlemen, and requirement of personal connection (as traditional problem) for gaining access to important information along with the formality such as writing application for demanding information.

With this deduction of variables for the study, data were collected and analyzed. The next section of this chapter summarizes the study findings along with the limitation and future scope of study, and the conclusion.

5.2 Major Findings

The general objective of this study was to explore the status of implementation RTI Act, 2007 at the local level in Nepal. The study found that the status in RTI Act, 2007 could be explored in regards to its performance in terms of dissemination of information from the supply side i.e. the local agency and citizens' awareness and access to those information (demand side). The study further attempted to link the state of perceived transparency and accountability as the outcome of implementation of RTI. The study, in overall, indicated the dubious findings regarding the status of implementation of RTI Act, 2007 at local level, with reference to Madhyapur Thimi Municipality (MTM).

5.2.1 Performance of RTI Act and perceived transparency and accountability in MTM:

This study revealed that the MTM Office is making an effort to disseminate information, more or less, in compliance with the provisions of RTI Act, 2007 to facilitate citizens' access to information, often on proactive basis. It has been trying to ease citizens' access to information by updating, publishing and displaying the information in its premises, as obliged, by the Act, in accessible manner. Also the municipality is disseminating other information of contingent nature from FM radio on its own production addressing citizens' demand on information.

However, despite the satisfactory awareness of RTI among the citizens of the MTM, very few written applications were submitted utilizing the RTI for the direct access to information. Various efforts were made from the Government side, particularly NIC (executive body), including civil society organizations in Nepal to promote right to information and raise awareness among the citizens to ensure transparency and accountability in public bodies. As a result, the study indicated that the prime source of citizens' awareness and information about the RTI is Radio, TV, News and Print Media, followed by internet and civil society organizations.

The study tried to assess the state of transparency and accountability in regards to implementation of RTI, at the outcome level. Transparency was operationalized as release of all the legally releasable information in timely, regularly, accessible and unequivocal manner, and accountability as the answerability of municipal officials toward citizen. The findings indicated that citizen were quite positive toward transparency (release of information), where respondents were a bit skeptic toward state of accountability (answerability of official) in MTM. Though the citizens' perception was on diverse range- from very low to very high, majority of the response tend to fall below medium rating i.e. low. However, the RTI Act is not the sole legislation to determine transparency and accountability in public bodies; these variables were included as a dependent variable for the study as informed by the literature that the citizens' access to information laws (RTI Act) often leads to increased transparency and accountability. The next section informs the findings in regards to the factors influencing the implementation result of RTI Act in MTM.

5.2.2 Organizational Process

The findings in regards to organization process indicated that, among all, the internal process significantly influence the implementation of RTI. However, the survey result, also, insisted that there is not much wide acceptance among the respondents that there is ease of access to information, enough publicity of information and disclosure of relevant information in MTM.

Some studies in international and regional context revealed that language problem was one of the barrier for citizens' access to information at local level. The language difference between the information seeker and provider would hamper citizens' access to information.

Likewise, literature in local context further insisted that public bodies are often blamed for the requirement of personal connections to gain access to important information, and also hampered by the presence of informal networks in public bodies. Application requirement for information access were also probable factor for gaining access to information. These factors were anticipated to be the major barriers to access to information in case of Nepal - residence of 125 ethnicity with 123 language spoken as mother tongue. However, the study found that such barriers to access to information is not significantly influencing the implementation of RTI. The study indicated that such barriers to access to information is not existing in significant manner in MTM, however it also indicated that these factor are somehow acting as a barrier to access to information. Additionally, the study also indicated that the employee response do not influence to the significant level for the implementation of RTI; inferring that respondents seemed to be holding the belief that employee response may not be up to the mark for delivering their information needs.

5.2.3 Target Group Behavior (Demographic Characteristics)

The assessment about the target group behavior led to the findings that citizens', in general, have positive perception and have adequate support for the RTI. They findings in regard to the demographic characteristics of citizens insisted that 'Age' factor, comparatively among others (gender, education, occupation), plays role for implementation of RTI. The study also insisted that younger people, particularly of age group between twenties to thirty, are showing more concerns in implementation of RTI. The study also found that female, comparative to male, seemed to be cautious about RTI issues.

However, additional findings revealed provided a dubious result that gender factor has no significant relation in regards to citizens' tendency to exerciser right. But, the study indicated that both occupational status and educational level matters for citizens to show tendency for exercise the right to information. It showed that higher the educational level higher the chances for exercising right to information. Similarly, occupational status wise, those who were working – either in public sector, private sector or I/NGO, were willing to exercise this right.

5.3 Limitation and future scope for the study

This research has been conducted as a part of academic pursuit which was somehow bound to time and resource constraints. This study reflected the case of single unit of the local government, revealing the picture of urban-local level at an adjacent location to the capital city of the country with a considerable amount of sample size. The research area was equipped with higher occupational status and high literacy level. It has been realized that this research has fallen sort of comparative cases contrasting such features on research units, and bigger sample would provide more accurate and comprehensive results.

The studies related to RTI implementation in local context is largely unexplored and there is much space and scope for future studies. Future studies can address the limitation of this study taking comparative cases with larger sample size. Further, studies can include some important variables that could affect implementation of this policy at local level, such as political factor at local level, and resources constraints (Managerial, Financial, and Technical), which could come up with better results and findings. There is absence of political representation at the local level since a long time in the country, future study could address its impacts on implementation of citizens' right to be informed at local level. This study also didn't addressed the trust issues in local agency. Despite the satisfactory awareness of this policy there is very low written application for information demands. The reason for low written request for information could be revealed in linkage to trust issues. Future study could look for other reasons for low written applications at local level as this study has insists that the low volume may be because of significant dissemination of information from municipality.

5.4 Conclusion:

RTI Act is one of the most significant policies of recent times that empowers citizen to seek and receive information from public bodies. Public bodies at local level are the first contact point of citizen to their government, and are often considered to fill the gap between state and citizen. Municipalities in Nepal are the lowest unit of urban-local government responsible for disseminating information regarding various services to the citizens that concern with dissemination of information related from womb to tomb, such as vital registration information.

This study was able to explore the implementation scenario of the RTI Act at the local level in Nepal with reference to Madhyapur Thimi Municipality (MTM). MTM office is giving significant effort for dissemination of information, and people seemed to be somehow aware of what was happening in their municipality. Findings also indicated that citizens are positive toward the RTI, perceiving RTI as a useful tool and showing tendency to exercise this right. Among the major demographic characteristics (Age, gender, occupation, and education) considered in this study, findings indicated that comparatively the younger citizens are more concerned toward the implementation of RTI; and level of education and occupational status plays role in using/exercising this right.

To conclude, the findings, in overall, indicated that the RTI Act is showing satisfactory performance at municipal level in Nepal with reference to MTM. Internal process to facilitated citizens' access to information was, among all, seemed to be the influential factor, and the reason behind showing satisfactory performance of RTI in MTM. Municipal office as a supply side agency was, more or less, in compliance with the provisions set under this Act. And, though not wide, there was significant acceptance about the ease of access to information, enough disclosure of information, and regular and timely dissemination of information in MTM. Additionally, there seemed no significant barriers to access to information; leading to the inference that these may be the reason behind low volume of written application for direct access to information from municipality. The finding indicated that the target population i.e. citizens are positive towards the implementation of RTI and younger generation are more concerned towards implementation of Right to Information Act.

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Annexure:

Annex I: Questionnaire in Nepali

त्रिभुवन विश्वविद्यालय
जनप्रशासन केन्द्रीय विभाग

तथ्यांक संकलनका लागि प्रश्नावली

अनुसन्धानको विषय : नेपालमा सूचनाको हक सम्बन्धी ऐन, २०६४ को कार्यान्वयनको अवस्था कस्तो रहेको छ ?

परिचय : नमस्ते, म 'निति र शासन' विषयमा स्नातकोत्तर तहमा अध्यायनरत एक छात्र हुँ । र यो अनुसन्धान यहि विषयको आवश्यकता पूरा गर्नको लागि गरिँदै छ । साथै तपाईंले दिनुभएको सम्पूर्ण जानकारी गोपनीयताका साथ रहने कुरामा म तपाईंलाई विश्वस्त गराउन चाहन्छु । संकलित विवरण यस अनुसन्धानका लागि मात्र प्रयोग गरिने छ । त्यस्का लागि यहाँ समक्ष केहि प्रश्नहरु राखिएका छन् । के तपाईं सहभागी हुन मन्जुर हुनुहुन्छ ? छु () छैन ()

तपाईंले यो प्रश्नावली भर्ने मद्दत गर्नुभएकोमा म आभार व्यक्त गर्दछु ।

तपाईंलाई पढ्न र लेख्नमा कठिनाई छ ? छैन () छ ()

अनुरोध : कृपया तपाईंलाई सहि उत्तर लागेको कोठा भित्र ठीक चिन्ह (✓) लगाउनुहोस अथवा खाली.....ठाउँमालेख्नुहोस ।

१. नाम (ऐच्छिक) :

२. थर :

३. लिंग : पुरुष () महिला ()

४. उमेर (हालको) : १६ - २० (), २१ - ३० (), ३१ - ४० (), ४१ - ५० (), ५१ - ६० () ६० माथि ()

५. शिक्षागत र पेशागत विवरण (हरु) । कृपया मिल्ने विवरणको बायाँपटि ठिक (✓) चिन्ह लगाउनुहोला ।

✓ शिक्षाको स्तर (पूरा गरिएको)	✓ पेशागत स्थिती	✓ मुख्य पेशागत क्षेत्र
पढ्न लेख्नमा कठिनाई	रोजगार	नीजि
पढ्न लेख्न सक्ने	स्वरोजगार	सार्वजनिक
प्रवेशिका (एस. एल. सी)	बेरोजगार	आइ/एन.जि.ओ ट्रेड युनियन
उच्च माध्यमिक तह (प्लस २)	अवकाश प्राप्त	अन्य (स्पष्ट गर्नुहोस)
स्नातक (ब्याचलर)	विद्यार्थी
स्नातकोत्तर वा सो भन्दा माथि	गृहिणी	

६. तपाईंले सूचनाको हक को बारेमा सुन्नुभएको छ ?

छ (प्रायजसो)	छ (कहिलेकाहि)	छ (विरलै)	कहिल्यै सुनेको छैन

यदि कहिल्यै सुन्नुभएको छैन भने तपाईंको समयको लागि धन्यवाद ।

७. यदि तपाईंले सूचनाको हकबारे सुन्नुभएको छ भने तल उल्लेख गरिएमध्ये कुन कुन श्रोतबाट सुन्नुभएको हो ?

मिल्नेजति सबैमा ठिक चिन्ह (✓) लगाउनुहोला ।

<input type="checkbox"/>	रेडियो/टिभि/समाचार/छापा माध्यम
<input type="checkbox"/>	इन्टरनेट
<input type="checkbox"/>	गैर सरकारी संस्था/समुदायमा आधारित संस्था/नागरिक समाज
<input type="checkbox"/>	सामाजिक कार्यक्रम मार्फत /सार्वजनिक भेटघाटमा
<input type="checkbox"/>	घर परिवार र साथिभाई मार्फत
<input type="checkbox"/>	अन्य (कृपया उल्लेख गर्नुहोला

८. तल सूचनाको हकको बारेमा केहि कथनहरु उल्लेख गरिएका छन् , कृपया तपाईंको सोच/विचार मिल्ने विकल्पमा ठिक (✓) चिन्ह दिनुहोला ।	हो	होईन	थाहा भएन
क सूचनाको हक नागरिकको मौलिक (आधारभूत) अधिकार हो ।			
ख सूचनाको हक मानव अधिकार हो ।			
ग सूचनाको हक सार्वजनिक निकायमा रहेको सूचना प्राप्त गर्ने हक हो ।			
घ नेपालमा सूचनाको हक सम्बन्धी ऐन (कानुन) छ ।			

९. तपाईंको विचारमा सूचनाको हक प्रयोग गरि तपाईं (अथवा जो कोहि नेपाली नागरिक) ले तल उल्लेख गरिएका बुँदा मध्ये के के गर्न सक्लान् ?	हो	होईन	हुनसक्छ (निश्चयछैन)
क मैले सार्वजनिक निकायमा रहेको मेरो व्यक्तिगत महत्वको सूचना माग्न र प्राप्त गर्न सक्छु ।			
ख मैले सार्वजनिक निकायमा रहेको सार्वजनिक महत्वका सूचना माग्न र प्राप्त गर्न सक्छु ।			
ग मैले निवेदन लेखेर (र तेस्मा कारण उल्लेख गरि) सूचना माग्न सक्छु ।			
घ मैले मागेको सूचना उपलब्ध नगरिएमा (कार्यालय प्रमुख समक्ष) उजुरी दिन सक्छु			

१०. तपाईंको विचारमा, तपाईंको (वा नागरिकको) सूचनाको मागको सम्बोधन गर्न सार्वजनिक निकायको दायित्व के हो (होला) ?	हो	होईन	हुनसक्छ (निश्चयछैन)
क सूचना अपडेट गरि समय समयमा सार्वजनिकीकरण, प्रकाशन तथा प्रसारण गर्ने			
ख सूचनामा नागरिकको पहुँच सरल र सहज बनाउने			
ग आफ्नो काम कारवाहि खुला र पारदर्शी रुपमा गर्ने			
घ आफ्ना कर्मचारीको निम्ती उपयुक्त तालिम र प्रशिक्षणको व्यवस्था गर्ने			
ङ सूचनामा नागरिकको पहुँच पुर्‍याउनका लागि छुट्टै कर्मचारीको व्यवस्था गर्ने			

११. तपाईंको विचारमा सूचनाको हकले के लक्ष्य तय गर्दै छ ? आफ्नो सहमती या असहमती जनाउनुहोस् ।	पक्का असहमत	धेरैजसो असहमत	धेरैजसो सहमत	पक्का सहमत	थाहा छैन
क सार्वजनिक निकायलाई खुल्ला र पारदर्शी पार्ने					
ख कर्मचारीहरुलाई जनताप्रति उत्तरदायी बनाउने					
ग भ्रष्टाचार र अनियमित गतिविधिलाई कम गर्ने					
घ सार्वजनिक सेवा प्रवाहलाई बढाउने					

१२. तपाईं आफ्नो नगरपालीकाको अवस्था, नगरपालीकाको शासन (पद्धती)लाई तल उल्लेखित आधारमा कसरी अन्दाज गर्नुहुन्छ ?	धेरै निम्न	निम्न	मध्यम	उच्च	अति उच्च	थाहा छैन
क नागरिक प्रतिको जवाफदेहिता						
ख पारदर्शिता (आफ्नो काम कारवाहि खुल्ला रुपमा गर्ने)						

१३. तलका प्रश्नहरुको जवाफ, दायीपटि रहेको विकल्पमध्ये उपयुक्त लागेको विकल्पमा ठिक चिन्ह (✓) लगाउनुहोस् ।	प्रायजसो छ	कहिलेकाहिँ छ	विरलै छ	कहिल्यै छैन	थाहा छैन
क के नगरपालिकामा उपलब्ध रहेको सूचनामा तपाईंको पहुँच सरल छ ?					
ख तपाईंको विचारमा तपाईंको सूचना प्राप्तिका लागि तपाईंको नगरपालीकामा पर्याप्त मात्रामा सूचना सार्वजनिकीकरण गरिएको छ ?					
ग तपाईंको नगरपालिका परिसरमा सार्वजनिक गरिएको सूचना तपाईंका लागि उचित वा सहयोगी ठहरिएका छन् ?					
घ के तपाईंको नगरपालिकाले नियमित रुपमा र उचित समयमा सूचना प्रचार गर्छ ?					
ङ के तपाईंको नगरपालीकाले सूचना आफ्नो वेबसाईटमा अपडेट गर्छ ?					

१४. नगरपालीकाबाट प्राप्त हुने वा प्राप्त गर्नुपर्ने सूचनामा तपाईंको पहुँचलाई तल उल्लेख गरिएका कुनै कुराले बाधा पुगेको छ कि छैन?	प्रायजसो छ	कहिलेकाहिँ छ	विरलै छ	कहिल्यै छैन	थाहा छैन
क भाषिक भिन्नता वा समस्याको कारणले गर्दा					
ख अनौपचारिक सञ्जाल (जस्तै दलाल, विचौलिया आदि) का कारणले					
ग व्यक्तिगत सम्बन्ध (भनसुन, सोर्स फोर्स आदि)का कारणले गर्दा					
घ औपचारिकता (जस्तै लिखित निवेदन दिनुपर्ने इत्यादि) का कारण					

१५. तलका कथन अथवा बयानहरुमा तपाईंको सहमति, असहमति के छ ? सामान्य रुपमा भन्नुपर्दा, नगरपालीकाका कर्मचारीहरु.....	पक्का असहमत.. (१)	धेरैजसो असहमत (२)	धेरैजसो सहमत (३)	पक्का सहमत (४)	थाहा छैन (९)
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ख	सहयोगी छन् र तपाईंको सोधपुछमा प्रतिक्रिया वा जवाफ दिन्छन्					
ग	माग गरेको सूचना दिनका लागि उनीहरुमा आवश्यक ज्ञान र शिप छ					
घ	उनीहरुमा सूचना दिन उत्सुकता छ, अथवा मागेको सूचना दिनका लागि राजीखुसी हुन्छन्					

१६. सामान्यतया, तपाईंले आफ्नो नगरपालीकाको बारेमा तल उल्लेख गरिएका कुरामा कसरी मूल्यांकन गर्नु हुन्छ ?		धेरै राम्रो	राम्रो	निधो नभएको	नराम्रो	धेरै नराम्रो	थाहा छैन
क	नागरिक वडापत्र (ना.व) मा सूचना उल्लेख गरिएको तरिका						
घ	नगरपालीकामा सूचना सार्वजनिककरण गरिएको मात्रा (जस्तै नागरिक वडापत्रमा, होर्डिङ बोर्डमा, वेबसाईटमा आदि)						

१७. (क). तपाईंले “ओपन बजेट मिटिङ” को बारेमा सुन्नुभएको छ कि छैन? छ () छैन ()

(ख). यदि छ भने तपाईं त्यसमा सहभागी हुनु भएको छ? प्रायजसो () कहिलेकाहिं () विरलै () कहिल्यै छैन ()

१८. यदि तपाईंले नगरपालीकामा सूचना माग्न भएको थियो अथवा सूचना माग गरेर पनि पाउन सक्नुभएको थिएन भने :

क. सूचना माग्नको उद्देश्य के थियो?

.....
.....।

ख. तपाईंले मागेको सूचना के कारण देखाइ (वा उल्लेख गरि) दिईएको थिएन ?

.....
.....

१९. अन्ततः सूचनाको हकबारे आफ्नो विचार दिनुहोस्		प्रायजसो	कहिलेकाहिं	विरलै	कहिल्यै हुन्न	थाहा छैन
क	तपाईंको विचारमा सूचनाको हक उपयोगी छ ?					
ख	तपाईं सूचनाको हक प्रयोग गर्ने प्रवृत्ति (इच्छा) देखाउनुहुन्छ ?					
ग	तपाईं अरुलाई सूचनाको हकको बारेमा जानकारी दिन इच्छुक हुनुहुन्छ ?					

तपाईंको अमूल्य समय र धैर्यताको लागि धन्यवाद

Annex II: Questionnaire in English
Tribhuvan University
Central Department of Public Administration

Questionnaire Form for Data Collection

Research Topic: What is the status of implementation of Right to Information (Act) in Nepal?

Introduction: ‘Hello, Namaste!’ I am a student of ‘Masters in Public Policy and Governance’. This research (survey) is being conducted for the partial fulfillment of this course. I ensure you that the data you are going to input will be kept in a highly confidential manner. And, the collected data will be limited to academic research purpose. For this, some questions has been presented to you. Are you willing to participate for this? **1. Yes () 2. No ()**

I am thankful for your agreement to fulfill this questionnaire.

Do you have difficulty in reading and writing? **1. Yes () 2. No ()**

Request: To answer the following questions, please put tick (✓) mark in the available brackets/boxes or fill in the..... blanks.

1. Cast/Surname.....
2. First/middle name (optional).....
3. Gender: **1. Male () 2. Female ()**
4. Age (Current): **16 - 19 (), 20 - 29 (), 30 - 39 (), 40 - 49 (), 50 - 59 (), 60 + ()**
5. Educational and occupational detail(s): Please tick (✓) in the box, left to your information.

✓ Educational level (completed)	✓ Occupational Status	✓ Main occupational sector
Difficulty in reading/writing	Working →	Private Sector
Can read and write	Self-employed	Public Sector
S.L.C.	Unemployed	I/NGO
Intermediate (plus 2)	Retired	Other (please specify)
Bachelor degree	Student	
Master's degree or higher	House wife/home maker	

Q6. Have you heard about the ‘Right to information’?

Yes, Often	(Yes) Sometimes	(Yes) Rarely	No, Never

(If you have never heard about it then thank you for your time.)

Q7. If your answer ‘Yes’ in question 6, then how did you heard or learnt about right to information?

[Check (✓) all that applies below]

- ☐ Radio/TV/News/Print media
- ☐ Internet
- ☐ NGOs/Community based Organization (CBOs)/civil society organization (CSOs)
- ☐ Social events/public meeting
- ☐ Family and friends
- ☐ Other (Please specify).....

Q8. You are going to read some of the statements regarding the right to information. [Please tick (✓) in the appropriate box that matches your views]		Yes (1)	No (2)	Don't Know (9)
A	Right to information is a fundamental right of a citizen			
B	Right to information is a human right			
C	Right to information is a right to get information from public bodies			
D	There is "Right to Information Act" in Nepal			

Q9. In your opinion, what you (or any other citizen) can do by using (or exercising) the right to information?		Yes (1)	No (2)	Not Sure (9)
A	Can demand information of personal interest from any public bodies			
B	Can demand information that is of public interest from any public bodies			
C	Can demand information by submitting an application			
D	Can lodge a complaint if I do not get the demanded information			

Q10. In your opinion, what is (or may be) the responsibility of public bodies to facilitate your access to information?		Yes (1)	No (2)	Not Sure (9)
A	To update information, publish and broadcast, and make them public			
B	To make the citizens' access to information simple and easy			
C	To conduct its functions openly and transparently			
D	To provide appropriate training and orientation to its staffs			
E	To keep a separate staff to facilitate citizens' access to information			

Q11. To what extent do you agree or disagree with the following aim of the right to information Act?		Strongly Disagree (1)	Quite Disagree (2)	Partly Agree (3)	Strongly Agree (4)	Don't Know (9)
A	Making public body open and transparent					
B	Making public officials accountable to citizen					
C	Reducing corruption and mal-practices					
D	Enhancing service delivery					

Q12. How do you rate or to what extent do you consider the governance of/at your municipality in terms of following measures?		Very Low (1)	Low (2)	Medium (3)	High (4)	Very high (5)	Don't know (9)
A	Accountability (accountable toward citizen)						
B	Transparency (releasing information in open manner)						

Q13. Please give your opinion whether you agree or disagree on the following questions by giving tick (✓) mark below the options on the right side.		Yes, Often (1)	(Yes) Sometimes (2)	(Yes) Rarely (3)	No, Never (4)	Don't Know (9)
A	Do you have easy access to information available at municipality?					
B	Do you think that there is enough disclosure (publicity) of information in your municipality?					
C	Do you find that the information disclosed in the municipality premises relevant to you?					
D	Do you think that your municipality disseminates information on a regular basis?					
E	Do you agree that your municipality update information (for e.g. in its website)?					

Q14. Is your access to information (at/from municipality) hampered because of any of the following?		Yes, Often (1)	(Yes) Sometimes (2)	(Yes) Rarely (3)	No, Never (4)	Don't Know (9)
A	Because of language difference/problem					
B	Because of informal network (dalal, middleman etc)					
C	Because personal connection (bhansun/source-force)					
D	Formality (e.g. writing/ submitting application)					

Q15. To what extend do you agree or disagree about the following statements, in general, about the municipal employees		Strongly Disagree (1)	Quite Disagree (2)	Partly Agree (3)	Strongly Agree (4)	Don't Know (9)
A	They are responsive toward your query					
B	They have skills/expertise to deliver information demanded by you					
C	They Have willingness to provide demanded information					

Q16. In general, how do you rate the following in your municipality? [CC= Citizen Charter]		Very bad (1)	Bad (2)	Neither good nor bad (3)	Good (4)	Very good (5)	Don't know (9)
A	The way information displayed in CC						
B	The extent of information disclosure (CC, Hoarding boards, website etc.)						

17. A. Have you heard about open budget meetings in your ward? **1. Yes () 2.No ()**

B. If "Yes" then have you ever participated in that session?

1. Often () 2. Sometimes () 3. Rarely () 4. Never ()

18. What was your (A) purpose of asking information or/and (B) denial of your request? (If any):

A. Purpose/reason of asking information:

.....

B. Reason of denial of your request for information:

.....

19. At last, what is your general opinion regarding the right to information (RTI)?		Yes, Often (1)	(Yes) Sometimes (2)	(Yes) Rarely (3)	No, Never (4)	Don't Know (9)
A	Do you think that RTI is useful for you?					
B	Do you show tendency to use/exercise your RTI?					
C	Will you (willingly) make other aware of RTI?					

[Thanks for your valuable time and patience]

Annex III: Observation/Interaction Checklist

- | | | |
|---------------------------------------|---------------------------------|--------------------------------|
| (1) IO Appointed: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (2) Copy of Act Available: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (3) Copy of Rules Available: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (4) Budget Allocation for RTI: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (5) Proactive Disclosure Prepared: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (6) Modes of Dissemination:..... | | |
| (7) Website (created/available): | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (8) Information updating in website: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (9) Trainings to IO: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (10) Trainings to other officers: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (11) No. of RTI Application: | Received..... | Denied..... |
| (12) Reasons in Application:..... | | |
| (13) Citizen Charter (CC): | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (14) CC display in accessible manner: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |
| (15) CC updated in website: | 1. Yes <input type="checkbox"/> | 2. No <input type="checkbox"/> |

Annex: IV: Picture of Earthquake notice (stand board); Annex V: Picture of Notice Board (Tax, fees, charge rate)



Annex VI: Picture of information board(s) displayed around the window of Tax Department



Annex VII: Picture of Information Published in Citizen Charter at MTM



Annex VIII: Cross tabulation: Demographic characteristics and awareness of RTI

Table A1: Gender and awareness of RTI						
Q. Have you heard about Right to Information?						
Respondents' Opinion (%)	Yes (Total)	Yes			No	Total
		Often	Sometimes	Rarely	Never	
Gender	Male	79.1	67.4	7	4.7	20.9
	Female	67.6	48.6	18.9	0	32.4
	Total	47	10	2	21	n=80

Table A2: Age group and awareness of RTI						
Q. Have you heard about Right to Information?						
Respondents' Opinion (%)		Yes			No	Total
		Often	Sometimes	Rarely	Never	
Age Group	16-19	37.5	25	0	37.5	100 %
	20-29	69	20.7	3.4	6.9	
	30-39	58.8	11.8	5.9	23.5	
	40-49	60	0	0	40	
	50-59	50	0	0	50	
	60+	33.3	0	0	66.7	
Total		47	10	2	21	n=80

Table A3: Age re-group and awareness of RTI							
Q. Have you heard about Right to Information?							
Respondents' Opinion (%)		Yes			Total (Yes)	No Never	Total
		Often	Sometimes	Rarely			
Age Group	Younger (16-40)	61.1	18.5	3.7	83.3	16.7	100 %
	Older 40 +	53.8	0	0	53.8	46.2	
Total		47	10	2	59	21	n=80

Table A4: Educational level and awareness of RTI							
Q. Have you heard about Right to Information?							
Respondents' Opinion (%)		Yes (Total)	Yes			No	Total
			Often	Sometimes	Rarely	Never	
Educational Level	Difficulty in reading/writing	0	0	0	0	100	100 %
	Can read and write	12.5	12.5	0	0	87.5	
	SLC (School Leaving Certificate)	25	25	0	0	75	
	Intermediate (Plus 2)	81.8	45.5	36.4	0	18.2	
	Bachelor's Degree	100	77.3	13.6	9.1	0	
	Master's Degree or higher	100	88	12	0	0	
Total			47	10	2	21	n=80

Table A5: Occupational status and awareness of RTI						
Q. Have you heard about Right to Information?						
Respondents' Opinion (%)		Yes			No	Total
		Often	Sometimes	Rarely	Never	
Occupational Status	Working	90	6.7	3.3	0	100 %
	Self Employed	21.4	14.3	7.1	57.1	
	Unemployed	100	0	0	0	
	Retired	100	0	0	0	
	Students	50	25	0	50	
	Housewife	10	10	0	80	
Total		47	10	2	21	n=80

Table A6: Occupational sector and awareness of RTI						
Q. Have you heard about Right to Information?						
Respondents' Opinion (%)		Yes			No	Total
		Often	Sometimes	Rarely	Never	
Occupational Sector	Private Sector	56.5	17.4	8.7	17.4	100 %
	Public Sector	100	0	0	0	
	I/NGO/CBO/CSO	100	0	0	0	
	Other	57.1	0	0	42.9	
Total		31	4	2	4	n=44

Annex IX: Cross tabulations: Demographic characteristics and RTI implementation (n=80)

Table C1: Cross tabulation between age group and RTI implementation									
Categories		Age Group					Total (%)	Chi Square Test	
		21-30	31-40	41-50	51-60	60+		Value	Sig.
RTI Implementation	Agreed (%)	88.2	50	85.7	100	0	77.8	9.259	0.55
	Disagreed (%)	11.8	50	14.3	0	100	22.2		
	Total (%)	100	100	100	100	100	100		

Table C2: Cross tabulation between occupation and RTI implementation										
Categories		Occupational status						Total (%)	Chi Square	
		Working	Self-employed	Un-Employed	Retired	Student	Home Maker		Val.	Sig.
RTI Issues	Agreed (%)	77.3	33.3	100	50	100	100	77.8	6.896	.228
	Disagreed (%)	22.7	66.7	0	50	0	0	22.2		
Total (%)		100	100	100	100	100	100	100		

Table C3: Cross tabulation between gender and RTI implementation							
Categories		Gender		Total	Chi square Test		
		Male	Female		Value	Sig.	
RTI implementation	Agree (%)	76	81.8	77.8	.150	.699	
	Disagree (%)	24	18.2	22.2			
	Total (%)	100	100	100			

Table C4: Cross tabulation between educational level and RTI implementation									
Categories		Level of Education					Total (%)	Chi Square	
		Read and write	SLC	Intermediate (10 plus 2)	Graduate (Bachelor)	Masters		Val.	Sig.
RTI Implementation	Agreed (%)	100	100	50	88.9	64.3	77.8	4.224	.376
	Disagreed (%)	0	0	50	11.1	35.7	22.2		
	Total (%)	100	100	100	100	100	100		

Annex X: Written Application

To,
The Information Officer,
Madhyapur Thimi Municipality City Office,
Bhaktapur, Nepal.

Subject: Requesting to provide information.

Respected Sir/Madam,

With due respect, I would like to state that I require some information of my interest (as listed below) available in this office for research purpose in my academic pursuit. Hence, this application, with above subject matter, has been submitted as per the Section 7(1) of the Right to Information Act, 2007; in anticipation to acquire the below mentioned information as per the Section 3(4) of the same Act.

Lists of Information:

- 1) Number of application filed by citizen to access the information from this office
- 2) Background of the applicants
- 3) Reasons given for demanding information
- 4) Nature/Type of the information demanded by applicants
- 5) Time frame of the application responded (immediately, within 15 days etc)
- 6) Any other information available regarding the issue of implementation of RTI

The information mentioned above, will be accepted in any forms, CV/DVD, A4 size papers or in email with the content format/ file type such as Microsoft Excel/ Words etc.

I shall be highly obliged to you.

Thanking you,

Applicant_____

Name: Bibhuti Raj Basnet

Address – Madhyapur Thimi -17

Mobile – 9849160251

Email: bibhutirajbasnet@gmail.com

Date: August 12, 2016. (Shrawan 23, 2073 B.S)